



BETA Healthcare Group is pleased to introduce a holistic approach to reducing harm in healthcare. BETA HEARTSM (healing, empathy, accountability, resolution and trust) is a coordinated effort designed to guide member healthcare organizations in implementing a reliable and sustainable culture of safety grounded in a philosophy of transparency. The overall goals of the program are to develop an empathic and clinically appropriate process that supports healing of both the patient and clinician after an adverse event; ensure accountability for the development of reliable systems that support the provision of safe care; provide a mechanism for early, ethical resolution when harm occurs as a result of medical error or inappropriate care; and instill trust in all clinicians and patients.

BETA HEARTSM, a multi-year program is an interactive and collaborative process which supports the organization, its' staff and patients.

Incentive Structure

Each of the five domains that are successfully implemented qualifies for 2% renewal premium credit up to 10% annually. Members and insureds that formally opt-in and commit to implementing all five domains will be considered a BETA HEART organization and will be entitled to special benefits. Credits will be applied at the following year's policy renewal beginning in 2017, after the successful completion of each domain's subcomponents as described in the BETA HEARTSM Guideline and as validated by a BETA Risk Director.

An overview of each domain is listed below:

Domain	Overview	Incentive/ Renewal Credit
Culture of Safety	A process for measuring safety culture and staff engagement	2%
Rapid Event Detection, Investigation and Determination	A formalized process for early identification and rapid response to adverse events that includes an investigatory process that integrates human factors and systems analysis while applying Just Culture principles	2%
Communication and Transparency	A commitment to honest and transparent communication with patients and family members after an adverse event	2%
Care for the Caregiver	An organizational program that ensures support for caregivers involved in an adverse event	2%
Early Resolution	A process for early resolution when harm is deemed the result of inappropriate care or medical error	2%
Total Potential Renewal Premium Credits		10%

The BETA HEARTSM Guideline outlines all domain criteria and requirements.

To learn more contact Deanna Tarnow, Director, Risk Management and Patient Safety at 925-314-7614 or dtarnow@betahq.com. BETA's risk management team looks forward to partnering with your organization to achieve successful implementation of BETA HEARTSM.