



## 2018-2019 Policy Year Annual Opt-in Agreement

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### Overview

BETA Healthcare Group (BETA) through a coordinated effort, guides member healthcare organizations through the implementation of a reliable and sustainable culture of safety that is grounded in a philosophy of HEART: **H**ealing, **E**mpathy, **A**ccountability, **R**esolution, and **T**rust.

The overall goals of BETA HEART® (HEART) are to develop an empathic and clinically appropriate process that supports healing of both the patient and clinician after an adverse event. (HEART), seeks to 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 between clinicians and patients.

BETA HEART, a multi-year journey is an interactive and collaborative process that supports organizational leadership and staff in development of a true culture of safety and transparency. The program will encompass strategies to achieve the following:

- Administration of a scientifically validated, psychometrically sound culture of safety survey and sharing of results utilizing a debrief methodology
- A process for early identification and rapid response to adverse events
- An investigatory process that integrates human factors and systems analysis while applying Just Culture principles
- A commitment to honest and transparent communication with patients and family members after an adverse event
- An organizational program that ensures support for caregivers involved in an adverse event
- A process for early resolution when harm is deemed a result of inappropriate care or medical error

### Incentive Structure

Members are required to opt-in and meet specific requirements to be considered HEART members. With full participation, HEART members will have the opportunity to qualify for a contribution renewal credit of up to 10%.

Renewal credits will be based on meeting specified criteria within each domain and include the following:

Domain	Incentive/Renewal Credit
Culture of Safety	2%
Rapid Event Response and Analysis	2%
Communication and Transparency	2%
Care for the Caregiver	2%
Early Resolution	2%
<b>Total potential renewal credits</b>	<b>10%</b>

## Coverage Modifications

Members that meet all BETA HEART domain components, confirmed through a validation survey, will receive policy modifications that require a minimum deductible of \$15,000 which includes indemnity and expense, and a pre-claim self-insured retention (SIR) of \$30,000. This SIR, and other coverage modifications, will provide the structure and incentives that supports the early resolution component of BETA HEART. Additional details will be provided upon request.

## Timeline

- Members must opt-in by **November 15, 2018** and participate in all aspects of BETA HEART to be eligible to apply for renewal credits annually
- Domain-specific workshops will be held quarterly starting in the first quarter of 2019
- Validation assessments by BETA risk directors will take place annually in April and May

## BETA Responsibilities

- Develop and coordinate overall program structure, implementation guideline and toolkits
- Host three 2-day workshops led by expert faculty in each of the defined domains
  - Domain-specific fundamentals workshops will be offered to physicians and staff who have not attended a prior HEART workshop for that individual domain
  - Domain-specific intermediate workshops will be held for HEART participants who previously attended the domain-specific fundamentals HEART workshops
- Host monthly collaborative calls/webinars
- Set measurement criteria by which the participating member will be evaluated for purposes of determining meeting renewal credits
- Complete annual validation survey and provide member/insured with results
- Provide ongoing support and consultation

## HEART Member Responsibilities

- Obtain continued commitment to implement all HEART domains from executive leadership as evidenced through signature on Opt-In Agreement
- Identify a project leader and a key contact
- Complete a scientifically validated, psychometrically sound culture of safety survey annually (SCOR-E, SAQ or AHRQ)
  - BETA Healthcare Group strongly encourages and will sponsor administration of SCOR-E Survey Instrument for fully committed HEART members
  - Members who elect to utilize SCOR-E will communicate their commitment to doing so at time of opting in
- Core Team Members who have not already done so will complete a communication assessment prior to Workshop Two
- Attend all workshops as a team, which will include at a minimum: an executive leader, physician leader, nursing leader and risk manager or patient safety officer. Members are encouraged to send additional staff, up to a total of six, that will take key roles in implementing the domain-specific strategies that are addressed at each workshop. As an example, additional participants may include culture administration leads, quality leaders, communication resource team members and designated caregiver support champions.
  - Continuing HEART participants will attend intermediate workshops
  - New HEART team members will attend fundamentals and intermediate workshops
- Subsequent to workshop attendance, implement domain-specific strategies as defined in the individual domain criteria
- Participate in monthly collaborative calls/webinars
- Provide program related metrics
- Participate in the validation process

## **Getting Started**

You must opt-in annually to the BETA HEART program. Opting in indicates your responsibility and commitment to participate in all aspects of BETA HEART noted above and as noted in steps one through three described below.

Please review the full program description prior to opting in. Regardless of your participation in BETA HEART, all members will have access to the educational workshops designed to address individual HEART domains. As a benefit to those that opt-in to the full program, workshop-related expenses will be covered as per BETA's Workshop Travel Expense Policy.

## **Step One: Culture Survey and Communication Assessments**

### **Culture of Safety Survey**

All HEART participants must complete on an annual basis, a scientifically validated, psychometrically sound culture of safety survey (SCOR-E, SAQ, AHRQ HSOPS), analyze results, and share their results in focus group setting(s) utilizing a debrief model. BETA will sponsor the SCOR-E integrated survey tool for members and insureds who opt-in to HEART. For purposes of comparison measurement over time, we strongly encourage HEART participants to utilize the SCOR-E survey instrument.

- Members will communicate to BETA at the time of opting in, their interest in utilizing the SCOR-E survey instrument

### **Communication Assessment**

BETA HEART depends upon good communicators to deliver person-centered messages to patients and staff involved in patient harm events. Some staff will communicate more consistently and skillfully than others.

- HEART Core Members who did not complete a communication assessment previously will complete a communication assessment and receive written results prior to Workshop Two.
- Communication assessments are available for additional HEART communication and care for caregiver team participants. Additional team members may take the communication assessment throughout the year.
- The organization will receive aggregated results and an interpretation and application of the results to their HEART program leadership

## **Step Two: Organizational Learning: Continued Learning Through Targeted Workshops**

During 2019, BETA will host quarterly fundamentals and intermediate HEART workshops. Each workshop will focus on the individual HEART domains.

- Participation in intermediate workshops require prior attendance at the fundamentals workshop. Members may have participants in one or both workshops, depending upon previous attendance. HEART members will send a minimum of four and a maximum of 6 attendees comprised of organizational, medical staff and nursing executive leadership as well as risk management/patient safety leaders to participate in the workshops.
  - HEART members are encouraged to send additional staff that will be actively engaged in implementing and operationalizing the domain-specific strategies addressed at each workshop. This may include culture administration leads, communication resource team members, designated caregiver support champions.

**BETA HEART  
Workshop One  
February 7-8, 2019  
Culture of Safety and Rapid Event Response and Analysis**

Year One and New Attendees	Intermediate Workshop (Continuing Attendees)
<p><b>Day One</b></p> <p><b>Introduction to Culture:</b> This workshop provides first time attendees with basic information on why it is necessary to create a “fair and accountable culture” in the context of high/reliability/identification, reporting and investigation of adverse events. This includes an overview of the measurement and analysis of staff perceptions of safety and employee engagement using a validated survey instrument.</p> <p><b>Introduction to Rapid Response to Harm Events:</b> This workshop provides first time attendees with an introduction to the principles of human factors, cognitive interviewing and cognitive ergonomics in medicine.</p>	<p><b>Day One</b></p> <p><b>The Culture Survey Process:</b> This workshop provides both first time and continuing attendees with strategies designed to reinforce the culture survey process including key steps in survey administration, simulation of the debrief process and action planning for performance improvement strategies in response to culture survey results.</p> <p><b>Rapid Response to Harm Events:</b> This workshop provides both first time and continuing attendees with an interactive simulated event investigation experience including an introduction to usability testing and the application of forensic principles.</p>
<p><b>Day Two</b></p> <p><b>The Culture Survey Process:</b> This workshop provides both first time and continuing attendees with strategies designed to reinforce the culture survey process including key steps in survey administration, simulation of the debrief process and action planning for performance improvement strategies in response to culture survey results.</p> <p><b>Rapid Response to Harm Events:</b> This workshop provides both first time and continuing attendees with an interactive simulated event investigation experience including an introduction to usability testing and the application of forensic principles.</p>	

**BETA HEART  
Workshop Two  
May 22-23, 2019  
Communication and Transparency and Care for the Caregiver**

<b>Year One and New Attendees</b>	<b>Intermediate Workshop (Continuing Attendees)</b>
<p><b>Day One</b></p> <p><b>Introduction to Person-Centered, Empathic Communication</b> This workshop provides first time attendees with an introduction to person-centered communication, including simulated conversations with patients and family members after harm and support for caregivers after harm.</p> <p><b>Introduction to Care for the Caregiver Programs:</b> This workshop provides first time attendees with an overview of care for the caregiver program development.</p> <p><b>Day Two</b></p> <p><b>Person-Centered, Empathic Communication-Advanced Skill Building:</b> This workshop provides an opportunity for first time and continuing attendees to further develop their communication skills via small group simulations and interactive exercises.</p> <p><b>Care for the Caregiver-Implementation:</b> This workshop provides both first time and continuing attendees with comprehensive information for triaging calls/events and implementing a peer supporter training program.</p>	<p><b>Day One</b></p> <p><b>Person-Centered, Empathic Communication-Advanced Skill Building:</b> This workshop provides an opportunity for first time and continuing attendees to further develop their communication skills via small group simulations and interactive exercises.</p> <p><b>Care for the Caregiver-Implementation:</b> This workshop provides both first time and continuing attendees with comprehensive information for triaging calls/events and implementing a peer supporter training program.</p>

**BETA HEART  
Workshop Three  
September 26-27, 2019  
Early Resolution**

<b>Year One and New Attendees</b>	<b>Intermediate Workshop (Continuing Attendees)</b>
<p>This workshop provides first time and continuing attendees with an introduction to the Early Resolution process. Via simulations, group discussions and lecture, attendees will gain the knowledge and skills necessary to determine the need for resolution and conduct resolution conversations.</p>	<p>This workshop provides first time and continuing attendees with an introduction to the Early Resolution process. Using simulations, group discussions and lecture, attendees will gain the knowledge and skills necessary to determine the need for resolution and conduct resolution conversations.</p>

After each workshop, HEART members will implement distinct strategies designed to instill core competencies that are introduced in the workshops.. The completion of all workshops will result in full implementation of the comprehensive suite of BETA HEART domains.

### **Step Three: Monitoring Effectiveness/Organizational Metrics**

HEART members will evaluate and measure, on an ongoing basis, the level to which strategies are implemented and the effectiveness of program implementation. In addition to organizational culture measurement strategies and in collaboration with BETA personnel, HEART members will select a minimum two additional measurements by which they will evaluate the impact of their HEART implementation.

#### **HEART Domain Validation Process**

- Ongoing measurement of organizational metrics will be shared with BETA
- BETA will work with member to develop an organization-specific HEART dashboard
- HEART members will administer a culture of safety survey on an annual basis. Results will be analyzed and debriefings completed at all levels of the organization, evidence of which will be provided to BETA
- At member's request, BETA will complete on-site validation assessments measuring the extent to which the member/insured has successfully achieved individual HEART domain criteria
- Validation assessments will be completed, and findings provided to the member prior to contract/policy renewal
- The results of the validation assessment will determine the incentive/renewal credit the HEART member receives

#### **HEART Event Validation**

BETA HEART members may elect to participate in, and submit individual cases for, HEART event validation. Validation allows healthcare licensees and organizations that have implemented the HEART approach to have a neutral group of experts and patient advocates review the response to a particular case and determine whether the patient's needs have been met and learning has occurred. The review panel's deliberations will be summarized in a Validation Report provided back to the member. The benefit of the report is to provide feedback to the member on process issues as they continue to incorporate and assimilate BETA HEART concepts and domains within their organization. Additional information regarding HEART event validation will be provided to leaders upon opting in.



**2018-2019 Policy Year  
Annual Opt-in Agreement**

(Facility/Organization name)

would like to take advantage of the opportunity to opt-in to participate in BETA Healthcare Group's HEART program.

The following executive and key leaders, by signing below, indicate their commitment to full participation in and support of implementation of BETA HEART.

The following information must be provided to BETA Healthcare Group at the time of opting in.

<b>Title</b>	<b>Name</b>	<b>Email Address</b>	<b>Telephone Number</b>	<b>Signature</b>
Chief Executive Officer				
Chief Operating Officer				
Chief Nurse Executive				
Chief Financial Officer				
Chief Medical Officer				
Human Resource Leader				
Chief of Staff				
Physician Lead for Patient Safety (if not PSO)				
Patient Safety Officer				

