



2018-2019 Policy Year Year One Opt-In Agreement

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.

BETA HEART® (HEART), a multi-year program 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:

- 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%
Total potential renewal credits	10%

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, beginning with policy year 2019
- Domain-specific workshops will be held three times per year beginning 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 and implementation guideline
- Conduct organizational readiness assessment and gap analysis
- Host three 2-day workshops led by expert faculty in each of the defined domains
- 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 commitment to implement all HEART domains from executive leadership as evidenced through signature on the BETA 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 the cost of administration of SCOR-E Survey Instrument for fully committed HEART members
 - Members who elect to utilize SCOR-E will communicate 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 team of six, that will take key roles in implementing the domain-specific strategies 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.
- 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 validation process

Getting Started

You must opt-in to BETA HEART. 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:

Preliminary assessments (to be completed prior to Workshop One to be held in Q1 2019):

Readiness Assessment

Upon receipt of the organization's Opt-In agreement, a change readiness self-assessment will be sent to several groups within the HEART member organization and include:

- Executive leadership team
- Medical staff – including leadership, attending physicians and resident physicians (if residency program)
- Vice presidents for clinical services
- Senior leadership
- Safety, Risk Management, Quality, Legal and Ethics personnel
- Unit/department managers
- Unit/department directors and educators
- Members of the Patient and Family Advisory Group

Change readiness assessments will be completed prior to **December 30, 2018** and returned to BETA for analysis. Change readiness assessment results will be incorporated into the gap analysis that will follow.

Gap Analysis

A gap analysis will be completed including an off-site review of specific program related organizational policies and procedures followed by on-site facilitated focus group discussion led by HEART faculty and organized in a SWOT analysis matrix to identify: 1) internal strengths, 2) weaknesses and gaps, 3) opportunities to close gaps and 4) external threats as they relate to implementing and sustaining HEART processes and culture. The confidential gap analysis results will be presented to the senior leaders during a meeting at your facility.

Annual Assessments

Culture of Safety Survey

Annually, all participants must complete a scientifically validated, psychometrically sound culture of safety survey, analyze results, and share their results in focus group setting(s) utilizing a debrief model. Year One participants are encouraged to participate in SCOR-E survey administration with the BETA HEART cohort in spring, 2019. BETA will cover the cost of SCOR-E for HEART members who administer the survey with the cohort.

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 will complete a communication assessment and receive results prior to Workshop Two. The organization will receive aggregated results, an interpretation and application of the results to the organization's HEART efforts. The assessment is intended to be one tool to utilize in selecting HEART team members. Communication assessments will remain available to HEART members to invite additional physicians and staff to assess skills and be considered for roles on both the Communication and Care for Caregiver teams.

Step Two:

Organizational learning: introduction to individual domains through consecutive workshops

During 2019, BETA will host three 2-day workshops, each focusing on the individual HEART domains. The workshops will be held three times per year. HEART members will send a minimum of four attendees and up to a maximum of six 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 may elect to use their Risk Management Resource Funds to send additional participants including patient/family advisors, patient experience leaders, quality leaders, communication champions and/or designated caregiver support champions.

**BETA HEART
Workshop One
February 7-8, 2019
Year One and New Attendees**

Day One

Introduction to Culture:

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.

Introduction to Rapid Response to Harm Events:

This workshop provides first time attendees with an introduction to the principles of human factors, cognitive interviewing and cognitive ergonomics in medicine.

Day Two

The Culture Survey Process:

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.

Rapid Response to Harm Events:

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.

**BETA HEART
Workshop Two
May 22-23, 2019
Year One and New Attendees**

Day One

Introduction to Person-Centered, Empathic Communication

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.

Introduction to Care for the Caregiver Programs:

This workshop provides first time attendees with an overview of care for the caregiver program development.

Day Two

Person-Centered, Empathic Communication-Advanced Skill Building:

This workshop provides an opportunity for first time and continuing attendees to further develop their communication skills via small group simulations and interactive exercises.

Care for the Caregiver-Implementation:

This workshop provides both first time and continuing attendees with comprehensive information for triaging calls/events and implementing a peer supporter training program.

**BETA HEART
Workshop Three
September 26-27, 2019
Year One and New Attendees**

This workshop (which coincides with BETA’s annual Symposium) 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.

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, at the time of opting in, a minimum of 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 and populate 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 completion 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 and provided 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
Year One
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(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.

Title	Name	Email Address	Telephone Number	Signature
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				

