The Colorado Hospital Association is pleased to present the following workshop:

## Giving a Voice to the Second Victims of Medical Errors

**DATE:** Feb. 6, 2017 | **TIME:** 8 A.M. – 3:30 P.M.

**LOCATION:** DoubleTree by Hilton Denver Tech Center

**REGISTRATION:** Register online at www.cha.com/education or [click here](#)

### Learning Objectives:

- Describe who is “The Second Victim” when there is a medical error and what are high risk clinical events
- Review how providers and care givers are impacted by being involved in a medical error
- Describe the six stages of second victim recovery
- Discuss strategies to help providers and caregivers cope with the ramifications of medical errors
- Develop a plan to integrate second victim strategies into your patient safety program

“Health care team members involved in an unanticipated patient event, a medical error and/or a patient related injury can become victimized in the sense that they are traumatized by the event. Frequently, these individuals feel personally responsible for the patient outcome. Many feel as though they have failed the patient, second guessing their clinical skills and knowledge base.”

### Workshop Overview

When patients suffer an unexpected clinical event, health care clinicians involved in the care may also be impacted and are at risk of suffering as a “second victim.” Understanding this experience and recognizing the need for supportive interventions is critically important. This workshop will provide insights into the experience as well as interventions of support.

Workshop speakers include clinicians and patient safety leaders from Colorado and around the country who have been working on building a “Just Culture” and understanding the “second victim” phenomenon:

- Doris C. Gundersen, MD, medical director, Colorado Physician Health Program
- Celeste Mayer, PhD, CPPS, patient safety officer, UNC Health Care
- Jennifer Reese, MD, director, University of Colorado School of Medicine Resilience Program
- Susan Scott, PhD, RN, CPPS, patient safety and risk manager, University of Missouri Health Care

### Registration fee: $225 per person.

Discounts available to additional attendees from the same facility.

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of SynAptiv and the Colorado Hospital Association. SynAptiv is accredited by the ACCME to provide continuing medical education for physicians.

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