

Clinical Crises and Sentinel Events: How to Respond

Speaker and Facilitator: Shari Welch MD, FACEP, FACHE

Overview*

The program will consist of a 60 minute presentation, and objectives are outlined in the following section. The tentative title of the program is “*Clinical Crises and Sentinel Events in Healthcare: How to Respond*”. This presentation will be adapted from a program presented at the ACHE Spring Congress in 2013. It is a compelling program based on clinical crises that happened to actual patients and providers in real healthcare organizations. These case studies make the topic relevant and facilitate the learning objectives of the program. The stories presented help to develop a framework for managing such events.

Learning Objectives

Attendees of the program will be able to:

- Describe what is meant by a *Healthcare Clinical Crisis*.
- Define Sentinel Events according to Joint Commission Standards.
- Distinguish between disaster planning and responding to clinical crises in healthcare.
- Describe the basic strategies for immediate, intermediate and long-term management of clinical crises
- Describe the basic strategies for responding to a clinical crisis for the patient, the family, the employees, the providers, the hospital and the community
- Identify and describe the elements of a robust Healthcare Crisis Management Program.
- Understand and discuss the importance of communication in a clinical crisis.
- Describe two new features of clinical crisis management: The Just Culture and The Medical Apology
- Articulate a Clinical Crisis Management Model
- Apply the above model to reality

Target Audience

- Chief Executive Officers
- Chief Operating Officers
- High Level Managers
- Risk Managers

**Note- Dr. Welch prefers to customize her keynotes and educational sessions to the needs and culture of the organization she is working with. Each session is unique for each audience.*