




Event: General Education Meeting of Southern Ohio Valley Chapter of CMSA

Date: Thursday, September 21st, 2006

Time: 5:30 p.m. to 6:00 p.m. Informal Networking
 6:00 p.m. to 7:30 p.m. Meeting, Dinner, and CE Program
 7:30 p.m. to 7:45 p.m. Door Prize Drawings

Place: Embassy Suites (Blue Ash)
 4554 Lake Forest Drive
 Cincinnati, OH 45242
 Phone: (513) 733-8900
 For hotel directions, please go to:
<http://www.embassysuites.com/en/es/hotels/index.jhtml?ctyhocn=CVGBAES>

Agenda:	5:30 pm – 6:00 pm:	Informal Networking Time <i>Come and meet fellow members and colleagues in the field of case management!</i>
	6:00 pm – 6:30 pm:	Welcome From Chapter Officers <i>“The Power of CMSA Membership”</i>
	6:30 pm – 7:30 pm:	Dinner & Special CE Presentation <i>Courtesy of</i> 
	6:30 pm – 7:30 pm:	Special CE Presentation*: <i>“Medical Errors: The Case Manager’s Response”</i> John D. Banja, PhD Associate Professor at the Center for Ethics, Emory University <i>*This is an encore presentation of the same seminar presented at the 2006 national CMSA Conference in Dallas.</i>
	7:30 pm - 7:45 p.m.	Door Prize Drawings & Adjournment

Cost: No charge to CMSA Members
 \$15 at the door for non-CMSA members

To Register: If planning to attend, please RSVP to :
 Mary Beth Newman at mary.beth.newman@anthem.com or (513) 336-5457
 Cris Walter at cristina.walter@anthem.com or (513) 770-7660

CE Credits: CCMs: Approved for 1.0 CCM clock hours.
 RNs: An application has been submitted for 1.2 contact hours CNE.

Meeting of the Southern Ohio Valley Chapter of CMSA

September 21, 2006

Special Continuing Education Presentation:

“Medical Errors: The Case Manager’s Response”

It is well documented that most medical errors occurring in healthcare do not cause harm, and that most harms or setbacks that patients experience are not the result of error. Unfortunately, it is also acknowledged that errors undeniably occur and, according to new data, occur surprisingly often. This presentation will be especially geared for the case manager who is employed either by a health provider group or by a payor source. The case manager may well wonder what his/her role is if harm-causing error is encountered and has gone undisclosed to the patient. The presenter will argue that the case manager has an ethical obligation to pursue a patient-centered strategy that ultimately aims at disclosure. The presentation will conclude with observations on why the case manager might nevertheless find that strategy difficult to implement and how those difficulties might be overcome.

Learning Objectives:

1. Define medical error.
2. Identify 3 ways that health professionals communicate errors.
3. Describe the case manager's ethical role in the event he/she discovers a client has experienced a medical error.

Presented By: **John D. Banja, PhD**



**Assistant Director for Health Sciences & Clinical Ethics and
Associate Professor at the Center for Ethics,
Emory University**

John D. Banja is an Associate Professor of Clinical Ethics and the Assistant Director of the Program in Health Sciences and Ethics at Emory University. He is also an Associate Professor in the Department of Rehabilitation Medicine. Dr. Banja has taught and lectured on topics in medical ethics throughout the United States. He has authored or coauthored over 150 publications and has delivered over 700 invited presentations at regional, national, and international conferences. His scholarly interests include the ethical dimensions of private health insurance, the psychodynamics of patient-provider relationships, and the phenomenon of harm-causing medical error. He recently finished a three-year research project, funded by the Agency for Healthcare Research and Quality, on developing model error disclosure practices in healthcare organizations. In July 2005, he began another project awarded by the Agency on Healthcare Research and Quality that seeks to assess and improve the discharge process of hospitalized patients. His book, *Medical Errors and Medical Narcissism*, was published by Jones and Bartlett Publishers in February of 2005. Dr. Banja currently serves on the Commission For Case Manager Certification. He is on the editorial board of the *The Case Manager* is a regular contributor to the journal on the topic of case management and ethics.

This meeting is made possible by the generous support of the following sponsor:



<http://www.sanofi-aventis.us>



CMSA is an international, non-profit professional association founded in 1990 dedicated to the support and development of the profession of case management through educational forums, networking opportunities and legislative involvement. Unique in its composition as an international organization, with over 70 affiliated and pending chapters, CMSA's success and strength is its structure as a **member-driven society**. The mission of CMSA is to **“positively impact and improve patient wellbeing and healthcare outcomes.”** For more information, visit www.cmsa.org.