

BETA Healthcare Group and Hospital Quality Institute (HQI) have joined forces to offer California hospitals a proven, holistic approach to reducing harm in healthcare. **BETA HEART®** (healing, empathy, accountability, resolution and trust) is a coordinated effort designed to guide healthcare organizations in implementing a reliable and sustainable culture of safety grounded in a philosophy of transparency. Partnering with national and international experts on its development, BETA has become an industry leader in promoting and instilling organization-wide culture transformation.

The overall goals of BETA HEART are to develop an empathic and clinically appropriate process that supports healing of both the patient and clinician after an adverse event; 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 patients, families and the healthcare team. Comprised of five individual yet closely integrated domains, BETA HEART is a comprehensive, principled and systematic approach to responding to and reducing harm in healthcare.

Participating organizations begin the journey to BETA HEART by engaging in a formal gap analysis; a process that includes document review and facilitated focus

group sessions that provide a lens to perceptions of culture, transparency and safety held by key stakeholders at all levels of the organization. Led by BETA HEART team members, the gap analysis results and recommendations are then provided to organizational leaders in a confidential executive leader report. Findings from this qualitative analysis provide a foundation for beginning the journey and insight to what is later fully understood through the organization-wide culture survey process.

Upon completion of the gap analysis, organizations embark on domain specific targeted learning and partner with the BETA HEART team to begin implementation of the individual domains. Implementation is further supported by the tools and resources that make up the BETA HEART Toolkit.

DOMAIN	OVERVIEW
Culture of Safety	Administering a scientifically validated, psychometrically sound culture-of-safety survey to measure staff perceptions of safety and engagement, as well as sharing and debriefing results.
Rapid Event Response and Analysis	A formalized process for early identification of adverse events and rapid response. Includes cognitive interviewing tactics to collect information. Event analysis integrates human factors science, systems analysis and the principles of Just Culture.
Communication and Transparency	A commitment to honest and transparent communication with patients and family members after an adverse event; communication that begins early and continues through to resolution.
Care for the Caregiver	An organizational program that ensures emotional support for members of the healthcare team involved in and/or impacted by, an adverse event.
Early Resolution	A process for early resolution when harm is deemed the result of inappropriate care or medical error.

For more information, please visit www.hqinstitute.org/beta-heart or contact Boris Kalanj at bkalanj@hqinstitute.org