

BETA HEART[®]

Healing • Empathy • Accountability • Resolution • Trust

Our mission at BETA Healthcare Group (BETA) is to provide comprehensive resources and products to our members and insureds in an effort to support safe, reliable and transparent healthcare. To that end, we are pleased to make the BETA HEARTalk Listserv available to our members and insureds.

Responding to adverse and/or harm events is difficult and often entered into with little guidance. BETA's HEARTalk Listserv was launched in an effort to provide members and insureds a forum where they can post inquiries and share policies and information about building an organizational process for responding to adverse events. The forum provides the opportunity to learn from and share best practices with other BETA members and insureds.

BETA HEARTalk Listserv discussions are centered on the following topics:

- Communication with patients and family members including honest and transparent disclosure after an adverse event
- The practice and/or process for investigation and human factors based event review
- When harm occurs as a result of inappropriate care or error, a process for reaching early resolution
- Development of an organizational program to support care for the caregiver after an adverse event

To sign up for the listserv, go to <https://www.betahq.com/hearttalk-listserv/>
Once registered, BETA's IT department will confirm membership and provide access.