Lowell General Hospital’s ACCME Provider Number is 4003175.

The Lowell General Hospital designates this live activity for a maximum of

1 AMA PRA Category 1 Credit(s) (TM)

Physicians should claim only credit commensurate with the extent of their participation in the activity.

Lowell General Hospital is accredited by the Massachusetts Medical Society to provide continuing medical education for physicians.

This activity meets criteria of the Massachusetts Board of Registration in Medicine.

## Risk Management

### GRAND ROUNDS

**Rethinking "Risk Management" and Patient Safety: Implementing a Communication, Apology, and Resolution Program**

Peter Smulowitz, MD  
Beth Israel Deaconess Medical Center

11/1/2017, 8:00 AM - 9:00 AM, PROMPTLY  
Main Campus, Conference Center Entrance, Clark Auditorium

**DISCLOSURES:** This speaker self-reports no relevant ACCME-defined conflicts of interest.

This activity has been reviewed/approved by members of the LGH Medical Education Committee in accordance with MMS accreditation policies. Office of CME staff, planners, reviewers and all others responsible for content report no relevant financial relationships to disclose.

**EDUCATIONAL GAP:** among many, the discomfort and concern felt by clinicians when the need for apology arises

**INTENDED AUDIENCE:** Internists & family practitioners; Physician specialists; Physician assistants; Nurse practitioners; Nurses; Allied health personnel; Students

**PERFORMANCE EXPECTATIONS:**
At the conclusion of this program audience should be able to:
1. explore their reactions to concerning situations
2. discern relevant approaches to issues
3. discover local resources to assist
4. review possible means to avoid

This program is eligible for 1 Nursing contact hour

### Maintenance of Certificate (MOC) Information

LGH is able to submit your (MOC) credits directly to:
- American Board of Internal Medicine
- American Board of Pediatrics
- American Board of Anesthesiology

**For other American Board of Medical Specialties, participants submit their MOC Credits.**

ABIM - Successful completion of this CME activity, which includes participation in the evaluation component, enables the participant to earn up to (1) MOC and MEDICAL KNOWLEDGE MOC points in the American Board of Internal Medicine’s (ABIM) Maintenance of Certification (MOC) program. Participants will earn MOC points equivalent to the amount of CME credits claimed for the activity.

ABP - Successful completion of this CME activity, which includes participation in the activity, with individual assessments of the participant and feedback to the participant, enables the participant to earn (1) MOC points in the American Board of Pediatrics’ (ABP) Maintenance of Certification (MOC) program.

ABA - Maintenance of Certification in Anesthesiology Program® and MOCA® are registered certification marks of the American Board of Anesthesiology®.

It is the CME activity provider’s responsibility to submit participant completion information to ACCME for the purpose of granting ABIM MOC credit and ABP MOC credit.