

University of Rochester Medical Center  
**2019-2020 Medical Faculty and Clinician Wellness Series**

*Co-Sponsored by URSMD Office for Faculty Development and  
URMC Medical Faculty and Clinician Wellness Program*

**UPCOMING SEMINAR**

***Listening Without a Stethoscope: A Second Victim's Story***

**Thursday, October 10, 2019**

**12:00 PM – 1:00 PM**

**Natapow Conference Room | 1.9545**

*Presented by:*

**Michael S. Leonard, MD, MS, CPPS**

Professor of Pediatrics and Public Health Sciences  
Associate Chief Quality Officer, URM

**Timothy Kuhmann, MEd, RN**

Nurse Educator, Center for Nursing Professional Development  
Ambulatory Pediatrics

High reliability healthcare organizations build systems to prevent human error from reaching the bedside and causing harm to patients. When serious safety events do occur, the clinicians involved can also be significantly impacted; they are referred to as the second victims. During this session, we will discuss how healthcare organizations address human error in a Just Culture, and a second victim will share his story of when the system failed.

*At the conclusion of the seminar, the participant will be able to:*

1. Distinguish the 3 types of behavior exhibited by clinicians within a healthcare organization
2. Explain how a healthcare organization responds to each of these behaviors in a Just Culture
3. Express the impact and risks associated with being a second victim

Participants should complete the online course *"Target Zero Harm: High Reliability Essentials"* in MyPath. This activity qualifies for CME and CNE credit and is required for physicians to receive their MCIC malpractice premium reduction this year.

*To register for this seminar* <https://redcap.urmc.rochester.edu/redcap/surveys/?s=ECJTXM3MXJ>

**Faculty, PAs, NPs, Residents, Fellows, Students and Staff are welcome to attend.  
Light lunch will be served.**



The Medical Faculty and Clinician Wellness Series is a qualifying activity for the 2020 URM Malpractice Premium Differential Program. In-person attendance at the seminar is needed to qualify for malpractice reduction and CME credits.

**ACCREDITATION** The University of Rochester School of Medicine and Dentistry is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

**CERTIFICATION** The University of Rochester School of Medicine and Dentistry designates this live activity for a maximum of 1 *AMA PRA Category 1 Credits(s)*<sup>TM</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.