

BETA HEART Online Modules

BETA Healthcare Group is proud to respond to participating organizations' needs for Just-In-Time introductory training to BETA HEART. Training is introduced via five individual online modules, each addressing a different component of HEART. Together, the courses provide an overview and foundational knowledge of what HEART is and "why" this holistic response to harm is critical for patients, families, members of your healthcare team and organizational learning. The modules include the following:

Module Number	Module Title
1	Introduction to BETA HEART
2	Empathic Communication with Patients and Families After Unexpected Harm
3	Introduction to Cognitive Interviewing and the Event Review Process
4	Providing Empathic Emotional Support to Colleagues
5	The Empathic Approach to Resolution

Intended learners: The online learning modules are intended for new organizational leaders, physicians and staff at organizations implementing BETA HEART. Modules can be viewed individually or together as a comprehensive introduction to HEART.

Each module is under one hour in length and is designed to meet several needs:

- Introducing new organizational leaders, employees and Medical Staff to the foundation of BETA HEART and the BETA HEART approach to responding to patient harm
- Reinforcing the need for a culture of transparency and empathy that is necessary to support patient safety efforts
- Provide ongoing reinforcement of the "why" for implementing BETA HEART
- Reinforce empathic communication and peer support skills
- As a pre-requisite to Care for Caregiver Train-The-Trainer programs

The online learning modules are offered as a full suite of training for an unrestricted number of learners for an annual fee of \$10,000.00 per participating facility/site. There is no limit to the number of learners within an organization that can complete the modules, nor is there a limit to the number of times a learner can view a module. Some individuals may want to refer to a particular module as "refresher" training when preparing to reach out to a patient, family member or when providing peer support.

To access the BETA-sponsored HEART education curricula, organizations must have a current-year BETA HEART Participation Agreement and completed Online Module Opt-In Agreement on file and have submitted payment to BETA. The BETA HEART Online Module Opt-In Agreement can be accessed here <https://betahg.com/risk-management-and-safety/risk-management-and-safety-consulting-services/>