



BETA HEART Online Modules Opt-In Agreement

In an effort to meet participating organization needs in providing Just-In-Time introduction and training in BETA HEART for their leaders and staff, BETA Healthcare Group is pleased to provide BETA HEART Online learning. The learning modules are available to an unrestricted number of learners for an annual fee of \$10,000.00 for organizations actively engaged in BETA HEART (HEART). HEART online content is divided into individual modules that include the following:

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

Each module is under one hour in length and is designed to meet several member 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 change that is necessary to support the patient safety efforts
- Provide ongoing reinforcement of the “why” for implementing BETA HEART
- Reinforcing empathic communication and peer support skills
- As a prerequisite to Care for Caregiver Train-The-Trainer programs

To access the BETA-sponsored HEART education curricula, non-BETA member organizations must be currently engaged in a consulting relationship to implement BETA HEART, have a completed Online Module Opt-In Agreement and have submitted payment.

By signing below, you are requesting access to the BETA HEART Online learning modules through BETA’s Learning Management System operated by Relias.

Yes! Our organization would like to opt in and have access to the BETA HEART Online Modules.

Signature/Title

Date

BETA HEART Group Online Modules and Learning Management Process

To support participant training and engagement, BETA sponsors modules accessible on BETA's Learning Management System operated by Relias to provide on-demand BETA HEART content. The goal of this training is to support your organization's continued learning and implementation of BETA HEART.

The modules are available through the learning platform and include:

Relias Course	Title
<i>Intro to HEART</i>	1: Introduction to BETA HEART
<i>HEART Empathic Communication</i>	2: Empathic Communication with Patients and Families After Unexpected Harm
<i>Cognitive Interviewing</i>	3. Introduction to Cognitive Interviewing and the Event Review Process
<i>Empathic Peer Support</i>	4. Providing Empathic Emotional Support to Colleagues
<i>Resolution</i>	5. The Empathic Approach to Resolution

Getting Started:

The organization HEART lead will serve as initial primary point of contact. The HEART lead will submit this Opt-In Agreement at which point your organization will be invoiced for an annual subscription amount of \$10,000.00.

Once payment is received, the BETA Administrator will reach out to onboard your organization.

Onboarding:

Organizational BETA HEART Lead will identify at least one Supervisor for the LMS Platform.

- Designated supervisors will manage staff rosters and course assignments, as well as have access to completion reports and analytics.
- Designated supervisor, in collaboration with their HEART lead will identify the population of participants (learners) to whom the modules will be assigned and made available. Some organizations will choose to make the training modules available to a wide range of leaders, physicians and staff while others may allow access to a more restricted group.
 - Note: Learners will not be able to self-enroll in the online modules. All learners will need to have been granted access by the organizational LMS Supervisor.

- Typical population of learners include the following:
 - All new employees
 - Executive leaders
 - Medical Staff Leadership
 - Frontline Medical Staff
 - Department Directors and Managers
 - Designated Communication Consult Team members
 - Designated Care for Caregiver Team members and peer supporters
 - Frontline staff
- Complete and submit the BETA HEART Access Form below
 - Submit form to riskmgmt@betahg.com
- Once received, a member of the BETA HEART Team will reach out to support your team in initiating next steps

The platform standardized user permissions and specific permission options are noted below. The “BETA administrator” from BETA Healthcare Group will grant privileges to the Supervisor designated in the BETA HEART Module Access Form.

Standardized Relias Roles	User Permissions
BETA Administrator (BETA Employee)	Full access to BETA’s Learning Management System, operated by Relias, and can grant privileges
Supervisor (Organization HEART designee)	A Primary contact (Supervisor) shall be selected to represent the participating site. The Supervisor role has full access to BETA Healthcare Group’s HEART online module site. After the organization HEART lead submits the BETA HEART Access Form and access is granted by the BETA Administrator, the Supervisor will be granted permission to add/remove individual learners, assign the HEART modules to learners, automate and run reports on learner activity. Designated supervisors will manage course rosters as well and have access to completion reports and analytics.
Learner (As designated by organization HEART Lead)	The member population selected to take and complete the prescribed course(s).

To learn more, contact riskmgmt@betahg.com. BETA’s HEART team looks forward to partnering with your organization in continued BETA HEART learning.

BETA HEART Module Access Form

To access the BETA HEART modules, you must submit payment and complete the BETA HEART Module Access Form. Once completed and returned to riskmgmt@betahg.com, you will have the opportunity to access the valuable training available through BETA Healthcare Group. Please identify at least one Supervisor for BETA's Learning Management platform operated by Relias. Designated supervisors will manage team rosters/access and module assignments, as well as have access to completion reports and analytics. Please note that individual learners will not be able to initially self-enroll and must be assigned access to the modules by your facility's LMS Supervisor. However, after initial viewing of modules, learners may re-enroll themselves to review portions of or repeat full modules at any time.

Once the BETA HEART Module Access Form is returned, a member of the BETA team will be in contact to initiate the next steps.

BETA HEART Organization:			
Title	Name	Phone Number	Email Address
<i>BETA HEART Lead</i>			
<i>Relias Primary Supervisor</i>			
<i>Relias Secondary Supervisor</i>			

Please submit this completed form to riskmgmt@betahg.com