HSG Healthcare Services Group
HSG Family of Companies

HEALS

Healthcare Event Assistance & Lending Support Program

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After an adverse event, healthcare providers may experience acute stress similar to first responders. This physical, emotional, and cognitive reaction is a normal response to an abnormal situation. HEALS provides information and resources to support healthcare professionals and caregivers as they work through the stress of an adverse event—learning from other clinicians who understand the experience firsthand.

Providers and caregivers have reported the following responses after a traumatic event:

Physical Response

- Rapid Heartbeat
- Elevated Blood Pressure
- Cardiac Palpitations
- Muscle Tension and Pains
- Fatigue, Flushed Face, Shock Symptoms, Headaches, Grinding of Teeth, Twitches and Gastrointestinal Upset

Emotional Response

- Panic
- Fear
- Profound Sadness
- Intense Feelings of Aloneness, Helplessness, Emptiness, Uncertainty, Anger, Hostility, Irritability, Depression, Grief and Feelings of Guilt

Cognitive Response

- Impaired Concentration, Confusion
- Decision-Making Difficulty
- Short Attention Span / Forgetfulness
- Self-Blame, Blaming Others
- Lowered Self-Efficacy
- Thoughts of Losing Control
- Hypervigilance
- Intrusive Thoughts of the Event

HEALS Provides Education and Support

(1) after healthcare providers and/or caregivers experience a bad patient outcome
(2) during a complaint investigation
(3) during malpractice litigation.

HEALS works with providers and/or caregivers to understand what they are experiencing and discuss what they may experience in the future. Knowledge and recognition facilitate handling the stress of an unexpected medical event.

An underlying premise of HEALS is that stress is managed more effectively if the provider recognizes, understands and anticipates his/her response to the event – KNOWLEDGE IS POWER.

What HEALS can do for you

HEALS is intended to help providers and/or caregivers understand their reactions, process these reactions, and get back to peak performance as quickly as possible. As part of our continued commitment to clinician well-being, we are excited to announce our partnership with **BetterHelp!** This is an enhanced mental health support tool designed to complement our existing HEALS program for Medical Liability Alliance (MLA) and Missouri Hospital Plan (MHP) members.

BetterHelp will provide clinicians with accessible, professional, and **confidential** emotional support, especially for those navigating the stress of adverse events or lawsuits. This new resource aims to reduce the impact of stress, burnout, and trauma – building resilience and providing timely support to those who care for others every day.

VISIT OUR WEBSITE: https://hsg-group.com/heals/
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betterhelp business