

## WHAT CARES CAN DO FOR YOU

Following an unexpected medical event, there is a growing awareness that healthcare providers are emotionally impacted and may need assistance processing the event. Research indicates that if the error was unexpected, preventable or the provider feels responsible, it has a more significant emotional impact on the provider.

CAREs is intended to help providers understand their reactions, process these reactions, and get back to peak performance as quickly as possible.

When appropriate, CAREs will refer healthcare providers to appropriate professionals for continued support.

CAREs services are available for BJCMG providers in any of the following situations:

- Support is needed after an unexpected medical event;
- An event occurs that may result in a patient making a claim against the provider;
- The provider receives notice that the professional licensing board has opened an investigation or formal action;
- The provider is served with notice of a malpractice lawsuit.

In these situations, BJCMG providers may contact HSG or Dr. Craig Lotz to initiate the CAREs protocol.

## HSG CAREs

### Information:

# 1-573-893-5300

**Nicole Sublett, JD**

BJC Claim Manager & Legal Counsel  
nsublett@hsg-group.com

**Laura Hirschinger, RN, MSN, AHN-BC, CPPS**

Risk Management  
lhirschinger@hsg-group.com

**Staci Walters, RN, MSN, CPPS**

Risk Management  
swalters@hsg-group.com

HSG has collaborated with BJC Medical Group for a **CONFIDENTIAL** professional psychological referral through Craig Lotz, PsyD.

Dr. Lotz is a Licensed Clinical Psychologist available to provide private and confidential services for BJC Medical group providers.

**Craig Lotz, PsyD**

**310 North Seven Hills Road  
O'Fallon, IL 62269**

**618-624-7084**



### HSG Family of Companies

Missouri Hospital Plan  
Providers Insurance Consultants, Inc.  
Medical Liability Alliance

4700 Country Club Drive  
Jefferson City, MO 65109  
[www.hsg-group.com](http://www.hsg-group.com)



# CAREs

*Compassionate Assistance  
after a Risk-related Event  
for support*



*AN HSG VALUE-ADDED SERVICE FOR*

**BJC Medical Group**

*CONFIDENTIAL AND AVAILABLE AT NO COST*

*\*CAREs is a sister program to the HSG HEALS  
(Healthcare Event Assistance & Lending Support)  
program where the same philosophy of provider  
support is provided.*

## After an adverse event, healthcare providers may experience an acute stress response similar to what first responders experience.



Coping with the stress and pressure of providing care to patients is an essential survival skill for healthcare providers. However, the stress of an adverse event that harms a patient is a different type of stress. Reacting physically, emotionally, and cognitively to a traumatic event is a normal response to an abnormal situation. Much has been written about first responder stress, but only recently has focus shifted to healthcare providers and the stress they experience after an adverse event. CAREs shares information and resources about how other healthcare providers have worked through the stress of an adverse event. Providers 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

### CARES PROGRAM:

A VALUE-ADDED SERVICE FOR BJC Medical Group with tailored resources specific to BJC Physicians and Advance Practice Providers.

- Provides education & support after a bad patient outcome.
- Provides support during investigations or malpractice claims.
- Helps providers recognize, understand and anticipate their responses to the unexpected events.
- Provides strategies for working through the stress.
- CAREs is part of HSG's Claim Management Services, and as such, it is privileged information.

## Compassionate Assistance after a Risk-related Event for support

CAREs provides education and support (1) after healthcare providers experience a bad patient outcome, (2) during a complaint investigation, and (3) during malpractice litigation. CAREs works with providers 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 CAREs is that stress is managed more effectively if the provider recognizes, understands and anticipates his/her response to the event – KNOWLEDGE IS POWER.

### INFORMATION SHARING

Sharing information and working with providers to explore how the event impacted them and how they are coping helps process the response and engages innate coping skills quicker and more efficiently.

### TALKING CAN BE DIFFICULT!

Do you know a provider who is struggling after a difficult situation?

Support your colleague by sharing this information and letting him or her know that CAREs is here for them.

For a copy of this brochure or additional information go to:

[HSG/BJCMG CAREs BROCHURE](#)

### NEXT STEPS

Several months, or even years, after the event, healthcare providers may receive notice that they are under investigation by a professional licensing board and/or being sued for malpractice – an experience providers overwhelmingly describe as upsetting, humiliating and stressful.

During a lawsuit, healthcare providers frequently relive the initial event with the added stress of knowing scrutiny, critique and examination are coming.

CAREs shares information about the investigation and litigation process along with strategies for how other providers have worked through the process. Additionally, CAREs is available to debrief with the provider after the matter is concluded.

