

What you need to HEAL

Following a medical error, 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.

Providers tend to be at a higher risk for being involved with subsequent adverse events if they do not effectively process the initial event.

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

The HEALS protocol is initiated as follows:

- 1) The healthcare provider reports an event or situation that he/she feels is likely to result in some type of formal action by the patient to HSG's Claim Department;
- 2) The healthcare provider receives notice that Professional Registration (i.e., Board of Healing Arts, Nursing Board) has opened an investigation into an incident and notifies HSG's Claim Department; or
- 3) The healthcare provider was served with a malpractice lawsuit and notifies HSG's Claim Department.



Contact a HSG Representative Today:

1-800-234-2297

Dana Frese, JD, CPCU, ARe
Executive Vice President – Claims/General Counsel
Interim Director – Risk Management & Patient Safety
d.frese@hsg-group.com

HSG Family of Companies

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

4700 Country Club Drive
Jefferson City, MO 65109

573/893-5300 or 800/234-2297
573/893-3748 fax
www.hsg-group.com



HSG Healthcare
Services Group
HSG Family of Companies

HEALS

*Healthcare Event Assistance
& Lending Support Program*



*A part of HSG's Claim Management
process available to clients –
at NO COST*

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. HEALS shares information and resources about how other healthcare providers have worked through adverse events. Providers have reported the following responses after a traumatic event:

PHYSICAL RESPONSE

- Rapid Heart Beat
- 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

Available
at no cost,
HEALS:

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

Healthcare Event Assistance & Lending Support

HEALS provides education and support after healthcare providers experience a bad patient outcome, during a complaint investigation, and during malpractice litigation. HEALS works with providers to understand what they are experiencing and what they may experience in the future. Knowledge and recognition facilitate handling the stress of the adverse 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.

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.



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.

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

