



HEALSM A better way forward after patient harm events

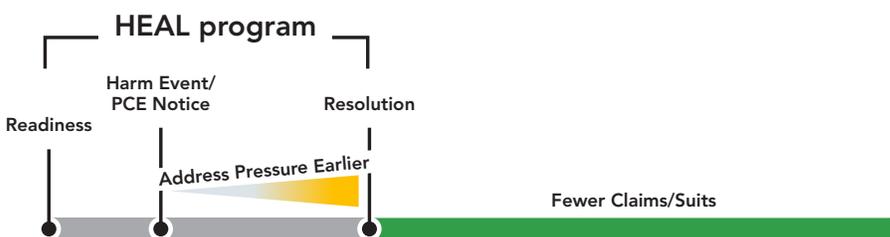
Honor • Empower • Act • Learn

Oftentimes, a harm event causes unintentional ripples of hurt—for patients, care teams, and the organization. **At Constellation, we believe there's a better way to navigate an unexpected outcome, a way that creates a path to healing for everyone involved.** That's why we created HEALSM, a program focused on acting promptly after a patient harm event occurs, to both shorten the life cycle of the event and to reduce the sequence of negative impacts it may cause.



When a harm event occurs, reporting it to Constellation immediately allows us to introduce HEAL's core services sooner.

Partnering together as soon as possible can help diminish these ripples of hurt. It's our goal to achieve meaningful resolution long before any pressure builds. Our HEAL program accelerates evaluation of the standard of care, helps with communication with the patient and family, ensures providers and care teams are supported, and then identifies strategies to avoid risk in the future. It's a better path forward for all involved.



The program embraces four key principles:

- ★ Honor everyone involved
- ★ Empower each person to be part of the solution
- ★ Act early and decisively to limit harm
- ★ Learn from each experience to better protect patients and care teams

Good for care teams. Good for business.



HEAL's four core services

1

Clinician Peer Support

Benefit: Provider wellbeing

Clinicians involved in a harm event frequently struggle with reduced confidence, feelings of shame, distracted thoughts, and emotions that can interfere with their productivity and ability to continue providing safe, high-quality care to their patients. Our Clinician Peer Support Program links them to skilled peers who can help navigate these minefields, maintain their perspective and stay connected with their passion for health care.

2

Risk Consultation

Benefit: Improved processes

Figuring out what contributed to a harm event and helping your organization—and future patients—benefit from that hard-won knowledge is important to helping everyone move forward. Our senior risk consultants have decades of experience as hands-on nurses, malpractice defense lawyers and health system risk managers. They'll move quickly to help you focus attention in the right places and leverage your organization's strengths to problem-solve.

3

Communication Assistance

Benefit: Strengthened relationships

Research shows that communicating openly and compassionately when a harm event occurs can reduce the likelihood of lawsuits and has many additional benefits, for both patients and clinicians. We'll guide your team through communication challenges in ways that help move everyone toward healing and resolution.

4

Expert Case Review

Benefit: Accelerated insights

Constellation partners with external medical experts to determine whether the standard of care was met as soon as we receive report of a harm event. If it is determined that the standard of care was not met, and that this caused the harm, we let you know right away. Options at this early stage could include an offer of compensation, well before the situation progresses to a claim or a suit, both of which lead to rapidly escalating costs (emotional, financial, and otherwise) and uncertain outcomes.

HEAL offers a better way forward after a harm event ... for patients and their families, for care teams, and for health care organizations. As a Constellation client, you're already part of this better way!

To learn more about how HEAL is here for you, email us at HEAL@ConstellationMutual.com.

HEAL. A better way forward ... together.

Good for care teams. Good for business.

