



HEAL Prepare Toolkit

Assess and improve your readiness to resolve harm events

HEAL® is an innovative partnership that is changing the industry. HEAL helps care teams and organizations prepare for harm events before they happen, ensuring the people and processes are in place for an effective response. When harm events occur, HEAL offers a better way forward with transparency, compassion and the goal of early resolution. Finally, HEAL enables care teams and organizations to move forward after harm events to heal, learn and improve.

What is the HEAL Prepare Toolkit?

The HEAL Prepare Toolkit is a comprehensive, multi-year program that prepares health care providers and teams for harm events.

We know that unexpected outcomes, mistakes, and harm events are inevitable. How we react in the first crucial moments determines whether we preserve trust, communicate, learn and improve.

Our Prepare Toolkit will help assess your team's readiness and then help you build best practices.

Getting Started

The HEAL Prepare Toolkit is self-guided, so you can begin your journey at any time!

Step 1: Take the HEAL Assessment and get instant scoring, recommendations and an action plan.

Step 2: Move as a team through the four units of the HEAL Prepare Toolkit with best practices, education, podcasts and tools.

Step 3: Re-take the HEAL Assessment and implement your scorecard for success.

"We know that early reporting and open communication after harm events can allow for earlier resolution and healing. We also know that those first critical moments and hours after a harm event are intense and emotional. The facts may be unclear, and the causes may be complex. The HEAL Prepare Toolkit enables you to respond with confidence in those crucial first moments, hours and days."

—Dr. Laurie Drill-Mellum, Chief Medical Officer

The HEAL Prepare Toolkit

Action Plan

- Take the HEAL Assessment
- Review Your Scoring and Recommendations
- Develop your HEAL Action Plan
- Review the Four Learning Units:

1

Unit 1: Culture

In this unit you will understand what your culture looks like today, and take steps to improve your organization's culture and communication. You will also learn what it means to have a blame-free learning culture and leaders who are committed to transparency and safety.

2

Unit 2: Event Response

In this unit you will learn how to create an effective system for early reporting, what steps and evidence are needed to initiate a rapid investigation, plus strategies to conduct an in-depth investigation and cause analysis.

3

Unit 3: Communicating After Harm Events

In this unit you will learn to facilitate an open culture of communication when things go wrong, as well as the preparation necessary before communicating after harm events, including what and how to communicate and how to manage challenging questions.

4

Unit 4: Moving Forward

In this unit you will learn how to create, execute and share learnings and action plans to mitigate future risk. You will also gain strategies to support the emotional health of care team members, and how to manage claims and lawsuits if they arise.

- Re-take the HEAL Assessment
- Receive Your Updated Scorecard for Success
- Implement and Move Forward

Contact HEAL@ConstellationMutual.com to get started today!

Good for care teams. Good for business.

