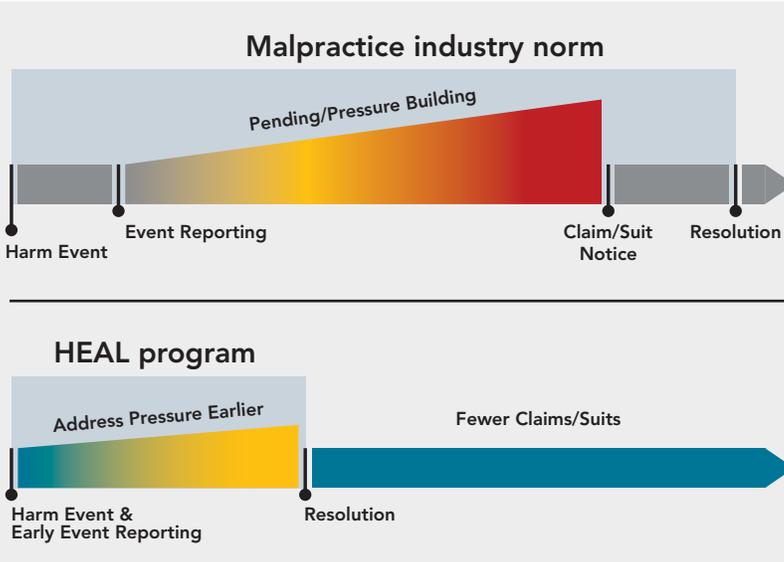




# HEAL<sup>®</sup> A better way forward after harm events

At Constellation, we're creating a better way forward after harm events—a way that can preserve relationships, promote communication and ultimately improve everyone's experience. Our early intervention program, HEAL, is focused on acting promptly after an unanticipated outcome, to both shorten the life cycle of the event and to reduce the sequence of negative impacts it may cause.



## Here to Support You

After an adverse event occurs, we want to help reduce the amount of time you experience stress and other negative emotional impacts, so you can continue providing excellent care. It's our goal to help customer clinicians, care teams and health care organizations achieve meaningful resolution long before any pressure builds.

### Benefits of early intervention through HEAL:

- ★ Provider wellbeing
- ★ Improved processes
- ★ Strengthened relationships
- ★ Accelerated insights

### Additional benefits of early intervention:

- ★ Continue providing great care
- ★ Reduced emotional impacts
- ★ Protect your organization's reputation by defending good medicine

Good for care teams. Good for business.



# HEAL: Early Intervention

## Four core services

1

### Clinician Peer Support

*Benefit: Provider wellbeing*

Clinicians involved in an unanticipated outcome 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 and senior living residents. Our Clinician Peer Support Program links them to skilled peers who can help them 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 and senior living residents—benefit from that hard-won knowledge is important to helping everyone move forward. Our 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 after a harm event occurs can reduce the likelihood of lawsuits and has many additional benefits. 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 medical experts to conduct a thorough case review, when necessary. If there are any issues with the care provided, and 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.

Constellation's early intervention program, HEAL, can help everyone reach resolution, heal and move forward sooner. As a Constellation customer, you're already part of this better way! **To learn more about our early intervention program, email [HEAL@ConstellationMutual.com](mailto:HEAL@ConstellationMutual.com)**

**Together, we're creating a better way forward for all.**

Good for care teams. Good for business.

