HEAL® A better way forward after harm events

HEAL Prepare Toolkit

Proactively assess and improve your response to harm events and adverse outcomes

Our early intervention program, HEAL®, is an innovative partnership that is leading the way in the medical professional liability (MPL) insurance industry. HEAL helps care teams and organizations prepare for harm events before they happen, ensuring people and processes are in place for an effective response.

When harm events occur, HEAL offers a better way forward with transparency, compassion and a goal of early resolution. 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 early intervention program that prepares clinicians and care teams to respond to harm events.

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

The HEAL Prepare Toolkit is structured into four units that will help assess your team's readiness and guide you toward best practices.

"We know that early reporting and open communication after harm events allows for earlier resolution and healing. We also know that those first critical moments and hours after a harm event are often 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. Carolyn Anctil, Chief Medical Officer

Getting Started

The HEAL Prepare Toolkit is self-guided and adaptable to your organization. Whether you're just starting the journey to a Communication and Resolution Program (CRP), or if you have some form of a CRP in place, the Toolkit is designed to meet you where you are, fill gaps, add value and get you to best practices. The Toolkit is available to all policyholders.

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

The assessment will examine the factors we know support early intervention, CRPs, apology and communication programs, and uncover potential barriers.

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

Step 3: Re-take the HEAL Assessment to identify success in closing previous scorecard gaps.

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The HEAL Prepare Toolkit

The HEAL program is structured around four core areas to prepare for responding to harm events.

1 **Unit 1: Culture**
Culture is critical for early intervention and Communication and Resolution Programs (CRPs) because it determines whether a clinician admits a mistake, asks for help and feels supported reporting unsafe practices or raising new process ideas.

2 **Unit 2: Event Response**
To respond effectively after a harm event, teams need a well-defined process for early reporting and event investigation. Responding quickly and effectively can help facilitate early evaluation, communication, preservation of facts, learning, resolution and healing.

3 **Unit 3: Communicating After Harm Events**
Honest dialogue can help maintain trust with the patient or senior living resident, facilitate partnership in ongoing care, give care teams peace of mind and move everyone toward resolution.

4 **Unit 4: Moving Forward**
A crucial, but often overlooked, element of CRPs is helping your organization and care teams move forward. While each harm event may be unique, there are common fundamentals to help organizations improve, learn and heal. This includes implementing best practices, sharing lessons learned, supporting the emotional health of teams, and managing claims and lawsuits (if they arise).

HEAL Action Plan

- ☐ Take the HEAL Assessment
- ☐ Review your scoring and recommendations
- ☐ Build your HEAL Action Plan to address and improve gaps in your program
- ☐ Implement process improvement efforts
- ☐ Evaluate program success by re-taking the HEAL Assessment
- ☐ Receive your updated scorecard for success
- ☐ Implement ongoing process improvement efforts

Contact HEAL@ConstellationMutual.com to get started today!