



# Harm Events and Claim Management Services

We are here to support you every step of the way

We are creating a better way forward following unanticipated outcomes. Our early intervention approach begins with a thorough event analysis to determine whether there were issues with the care provided. After you report early, our team of experts will create an atmosphere of cooperation and professionalism throughout the entire life cycle of a case file.

## OUR PHILOSOPHY

- We believe early reporting benefits all those involved in an adverse event.
- We investigate each unanticipated outcome—thoroughly and quickly—to determine if the incident should be defended or resolved.
- We provide timely and reasonable offers on cases that should be resolved.
- We will try cases when demands are unreasonable.
- We defend good medicine to protect those who serve to enhance health—and life—for all of us.
- We partner with the best defense attorneys to try cases when the event analysis shows the care provided was without issues or when demands do not correspond to injuries.
- We strive to limit the life cycle of a case file to allow clinicians, care teams and patients to return to normalcy.
- We want to help reduce the amount of time you experience stress or negative emotional impacts that adverse events may create, so you can continue to provide excellent care.

### Getting help after a harm event starts with a simple step:

Report the incident at **ConstellationMutual.com**. For assistance, call **800.328.5532**. We will support you every step of the way.

# More resources available to our customers

**Our early intervention program, HEAL®**, focuses on acting promptly after an adverse event to both shorten the life cycle of the case file and to reduce the sequence of negative impacts it may cause.

**Clinician Peer Support program** connects clinicians with a consultant to help navigate an unanticipated outcome.

**Risk consultation** uncovers what contributed to the harm event and helps improve processes.

**Communication assistance** guides your team through conversations with each other, and with patients or senior living residents and their families.

**Thorough event analysis** assists with care evaluation.

**Large loss committee** determines case file direction and settlement authority.

**Panel counsel witness preparation** prepares customers for a deposition or trial. Witness preparation experts can provide additional assistance when needed.

**National counsel** assists with trials when appropriate.

**Jury consultants** perform mock trials when necessary.

**Time-sensitive offers made** in cases needing resolution.

**Media and crisis counseling** to help with internal and external communications when a harm event occurs.

Sign in to **ConstellationMutual.com** > Report Incident

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