

**Healthcare Resolutions Program
is committed to supporting
healthcare professionals,
patients, and families:**

- Engage with patients/staff at the time of service delivery, or at any time following unexpected and/or adverse outcomes or quality of care issues
- Disclosure of outcomes of care, including guidance for providers and follow-up with patients and families
- Provide assistance to resolve clinical differences in a confidential and neutral setting
- Mediate team disputes that have the potential to impact patient care
- Offer a setting for open dialog regarding issues related to work place discord
- Support staff in balancing patient, peer, supervisory and subordinate relationships
- Provider-patient communication interactions which are a poor fit or where communication has broken down
- Facilitate institutional awareness of the importance of staff wellness and potential impacts of staff burnout
- Support institutional initiatives towards becoming a High Reliability Organization by facilitating an environment that learns from unexpected events

Contact Information

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*BAMC-San Antonio Military
Medical Center*

*Brooke Army
Medical Center*

*Healthcare
Resolutions
Program*



Promoting Organizational Integrity and Transparency through Compassion, Care and Commitment to all participants in all situations.

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Healthcare Resolutions Program

- Early Intervention process, 24/7
- Offering resolution of complex healthcare issues at the earliest opportunity, with equitable resolutions for patients, providers and the organization
- Provides opportunity to restore trust in military healthcare; supports the preservation of patient/provider relationship
- Assists organization in timely, compassionate disclosures at time of unanticipated outcomes of care, treatment, and/or services
- Promote the wellbeing of staff by addressing the “second victim” phenomenon
- Facilitation of difficult conversations
- Assistance with “Breaking Bad News”

How does the Healthcare Resolutions Specialist help resolve issues?

- Conducts informal fact-finding, facilitates open communication between parties, and offers fair and equitable solutions
- Liaisons between patients and clinicians regarding quality of care issues; may facilitate mediation sessions with patients and providers
- Assesses the situation, explores issues and concerns, and recommends appropriate actions for solutions, while ensuring that all parties understand their options and the processes involved
- Assists organization in “doing the right thing” at the time of unanticipated outcomes of care

When should I contact the Healthcare Resolutions Specialist?

When you need to privately discuss an issue or conflict regarding quality of care or
Mediation or facilitation may be offered to address and resolve issues and concerns.

Healthcare Resolutions Program Guiding Principles

Confidentiality

Your identity is never revealed without your explicit permission

Neutrality and Impartiality

Healthcare Resolution Specialists do not take sides in a dispute and strive to achieve the best possible outcome for all

Independence

Healthcare Resolution Specialists operate throughout all levels of SAMMC and interact with all involved parties

Informality

Non-legal, non-adversarial, problem solving processes are employed to resolve healthcare issues. Working with Healthcare Resolutions does not limit a person’s right to pursue a formal or legal process.

“Here for You”