

Subject Employees Involved in Clinical Errors		No. 269	Page 1 of 2
Prepared By Human Resources		Prior Issue Date 12/01/05	Issue Date 01/01/13
<p><u>GENERAL</u></p> <p>It is the intent of Beaumont Health System's Employee Assistance Program (EAP) to assist employees involved in a clinical error with support, referrals, and other assistance as indicated.</p> <p><u>PURPOSE</u></p> <p>To provide assistance on a voluntary basis to Beaumont Health System staff working in a clinical area, who may have been involved with a patient experiencing a poor outcome related to a clinical error.</p> <p>To assist the employee in resolving grief, frustration, anger, embarrassment, guilt, loss of confidence, fear of job loss or discipline, emotional/physical feelings and symptoms that may be incurred as a result of clinical error.</p> <p><u>PROCESS</u></p> <p>Employees involved in the care of a patient who experienced a poor outcome as a result of clinical error may voluntarily seek assistance by contacting the Employee Assistance Program for information at 248-551-2329 or by contacting the external program (Value Options EAP) directly at 877-666-0593.</p> <p>The department manager/supervisor, Human Resources, a co-worker, physician, Social Work, Pastoral Care, Occupational Health Services, and/or other sources may also refer an employee to the EAP for assistance.</p> <p>In some instances the department manager/supervisor may request that a group discussion and/or debriefing be held for those employees needing support that may have been involved in the patient's care.</p> <p><u>EMPLOYEE ASSISTANCE PROGRAM</u></p> <p>Internal EAP: Corporate Office on the Royal Oak campus. Available Monday through Friday 8:30 a.m. – 5:00 p.m. 248-551-2329 <i>Located in the Administration Building-East</i></p> <p>External EAP: Value Options – call for assistance and referral information, 877-666-0593.</p>			

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<p><u>EMPLOYEE ASSISTANCE PROGRAM HOURS OF OPERATION (Cont'd)</u></p> <p>For urgent issues or suitability concerns Occupational Health Services may be contacted between the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday at Royal Oak and 7:30 a.m. and 4:00 p.m. Monday through Friday at Troy. (See Chemical Dependency/Theft/Possession Policy No. 252).</p> <p>After hours or weekends, for <u>emergent</u> situations employees will go to Beaumont Hospitals Emergency Center and are to be accompanied by their manager/supervisor.</p>			

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