



**Northwell Health Employee Assistance Program (EAP) and  
Physician's Resource Network (PRN)  
Outreach after Unfortunate Events and Unexpected Outcomes**

Adverse events clearly impact the patient and their loved ones, but little acknowledgment is typically given to effects suffered by the physician. The emotional consequences for physicians can be overwhelming. This situation is often made worse by guidance to “not talk to anyone about this”. Such advice, although well intended, often leaves the physician isolated and alone. Among the most common secondary consequences to physicians from errors and near-misses are:

- Anxiety about making future errors
- Increased job stress
- Guilt
- Loss of self-confidence
- Sleep disturbances
- Reduced job satisfaction
- Strained interpersonal relationships
- Maladaptive coping behaviors such as substance misuse

**Outreach after Unfortunate Events**

Physicians involved in an unexpected outcome may display a variety of reactions ranging from extreme stress and self-recrimination to calm acceptance to cynicism. The Northwell Health Physician's Resource Network (PRN) offers physicians an opportunity to confidentially communicate whatever needs they may have concerning the event.

The primary goal of the service is to help physicians cope with and adapt to such events enabling them to maintain a healthy and productive career and personal life. The service is not designed to investigate or address the root causes of adverse events. The interventions used in the program are not intrusive and are found in *Psychological First Aid (PFA)* protocols. Similar protocols are used by the American Red Cross and other agencies responding to catastrophic events.

The program is confidential and no individually identifiable personal information is kept. Although anonymous demographic data are maintained to help determine the usefulness of the program, no identifiable records of a participant's reported concerns are maintained. If you have been involved in an unexpected outcome or would like more information about PRN services, please call PRN at 866-454-3280 for a confidential consultation.