



How Do We Support the Second Victim? Panel Discussion and Sharing Ideas

Martha Dimmers, Ron Hofeldt, David Mitchell, Nancy Reese, & Jackie Valentine

Objectives

- Define Second Victim (SV)
- Describe the consequences of SV trauma
- Identify existing and potential resources for SV support within your organization, using our template



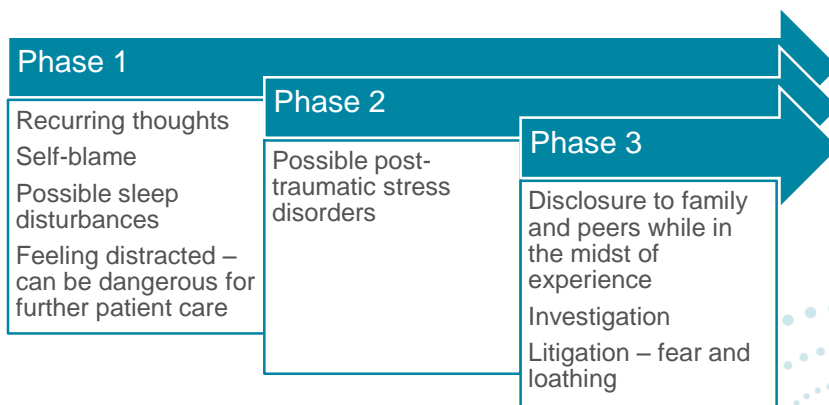
What Is a Second Victim?

“A health care provider involved in an unanticipated adverse patient event, medical error, and/or a patient related–injury who becomes victimized in the sense that the provider is traumatized by the event. Frequently second victims feel personally responsible for the unexpected patient outcomes and feel as though they have failed their patient, second guessing their clinical skills and knowledge base.”

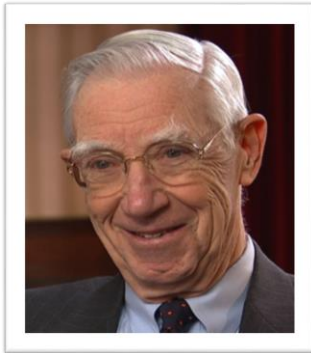
(Scott et al, Quality & Safety in Health Care, 2009)



Phases and Symptoms



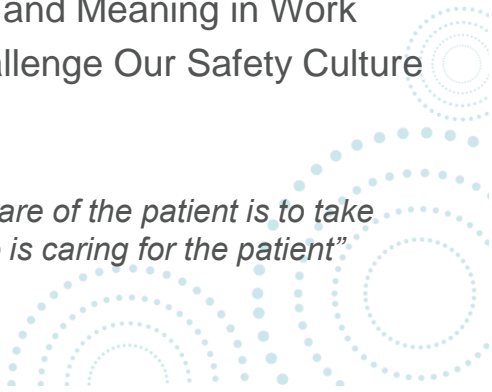
NPSF Congress 2013



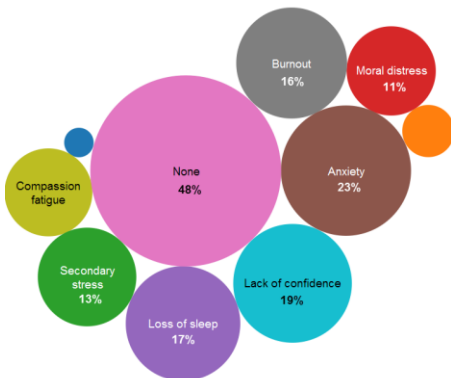
- Respect for People
- High Reliability Organization
- Joy and Meaning in Work
- Challenge Our Safety Culture

“Maybe the secret to taking care of the patient is to take care of the staff member who is caring for the patient”

– Lucian Leape



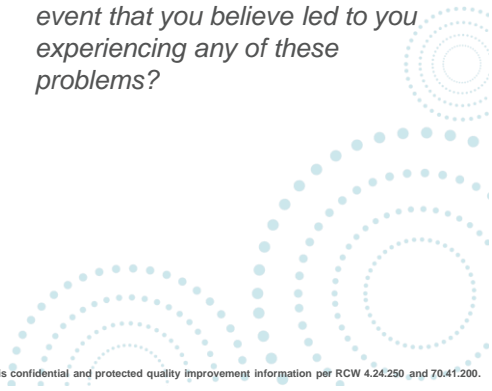
Resilience-Prevalence A New Domain of Safety Culture



Within the past year, have you experienced a patient safety event that you believe led to you experiencing any of these problems?



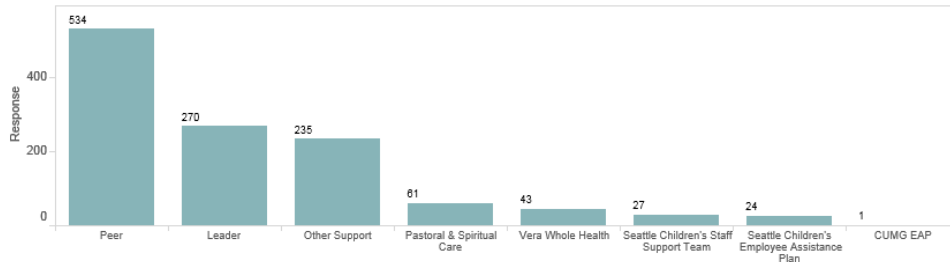
This is confidential and protected quality improvement information per RCW 4.24:250 and 70.41:200.



Resilience-Utilization

A New Domain of Safety Culture

If you answered yes, where did you seek support?



This is confidential and protected quality improvement information per RCW 4.24.250 and 70.41.200.

What Does a Good Program Look Like?

Organizational Level

- Embedded in the strategic goals and culture
- A proactive approach that builds resilience and emotional well-being

Structure & Process Level

- A systematic, coordinated response to distressing and unexpected outcomes
- One easy number to call that mobilizes a trained response team
- Specialized care to those suffering a greater emotional response

People Level

- Respected leader to support both the disclosure and the initial response to individuals/teams
- Trained peers to assess, share next steps and be available for ongoing support
- When mutually agreed upon, an opportunity for the individuals involved to meet with, and apologize to, the patient and/or family



Where Do You Start?



Find and align the current services available in your organization

Look for champions to support the cause and raise awareness
- develop a sense of urgency

Gather the data and the stories
*consider a brief employee/staff survey to get a baseline

Describe SV symptoms and ask if they have experienced or are still experiencing them
- Over the last (period of time), were you involved in or a witness to a serious event?

If yes, did you get information about the help and support they received
- What would have been most helpful?



Let's Hear From Our Panel

- Providence Regional Medical Center, Everett
Nancy Reese, BSN, RN, MS
- Physician Insurance
Ron Hofeldt, MD
- Seattle Children's Hospital
Martha Dimmers, MDiv, MSW, BCC
Mark Mendelow, LICSW
- First Choice Employee Assistance Program
David W. Mitchell, MA, LMHC, CEAP



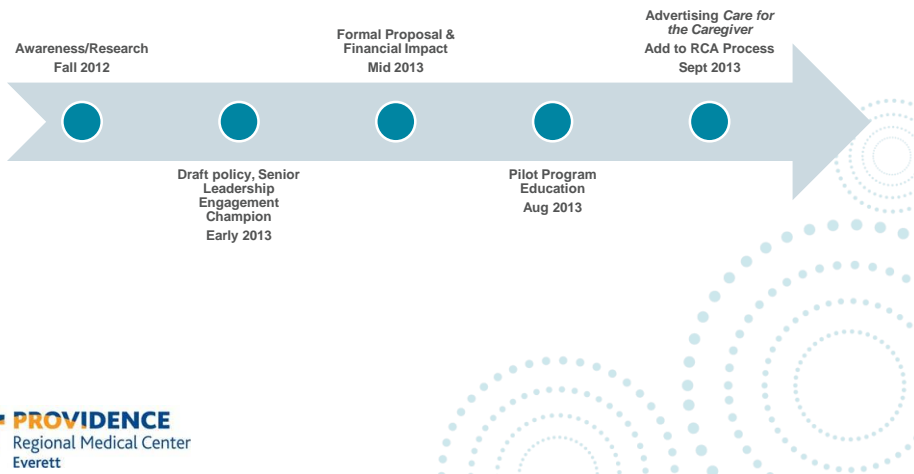


Providence Regional Medical Center, Everett

Nancy Reese, BSN, RN, MS



Developing and Implementing the Program



How the “Care for the Caregiver” Program Helps You

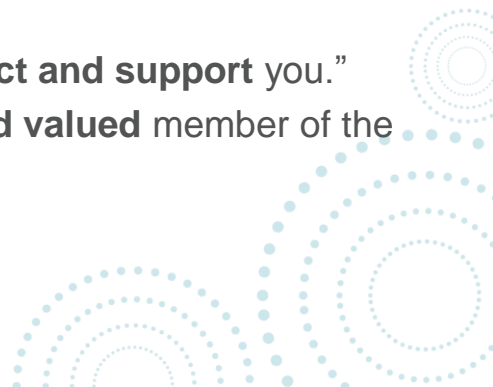
- **Resources** are available to ensure you have the support you need
- Request that a colleague coordinates assistance on your behalf
- Confidential “second victim” peer-to-peer response when the caregiver needs it
- Caregiver response from peer support team member with 24 hours of request



How YOU Can Provide Support

Communicate:

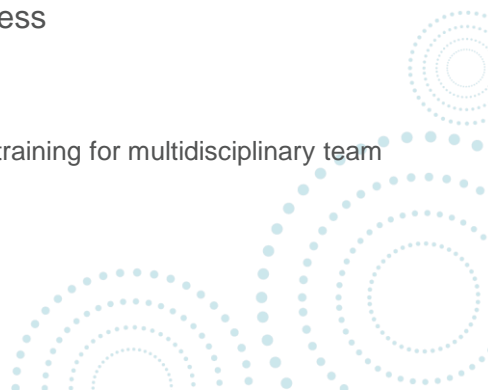
- “**I care** about you.”
- “I still have **faith** in your clinical skills and abilities.”
- “Your peers still **respect and support** you.”
- “You are a **trusted and valued** member of the team.”



Timeline of Program

Development to Present

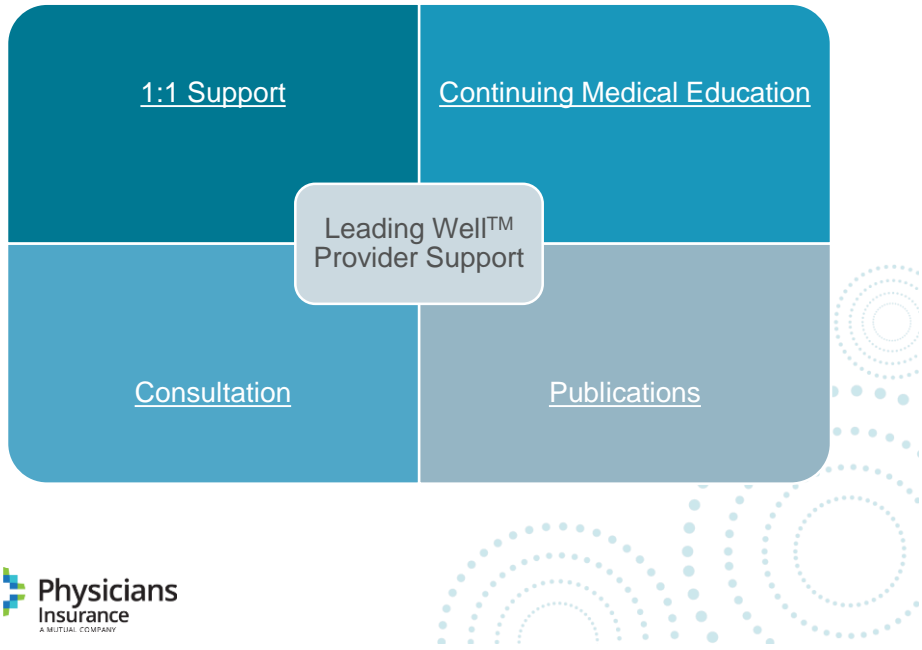
- Bi-monthly team meetings for debriefing, support and education
- Updates at Nursing Congress
- Fall 2015
 - Second 8-hour educational training for multidisciplinary team



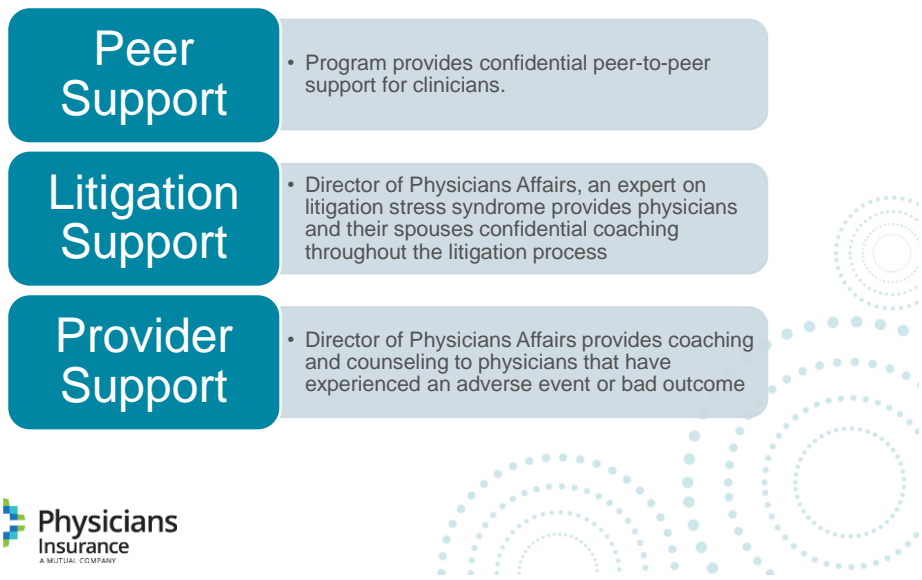
Physician Insurance

Ron Hofeldt, MD, Director of Physician Affairs



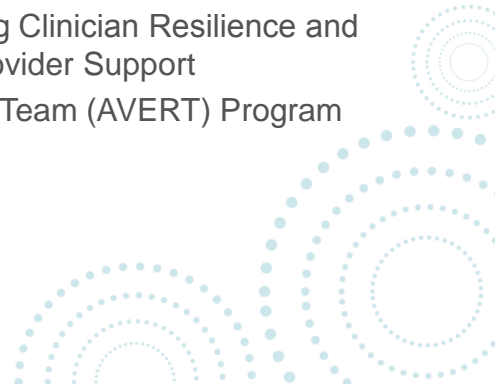


1:1 Support



Continuing Medical Education

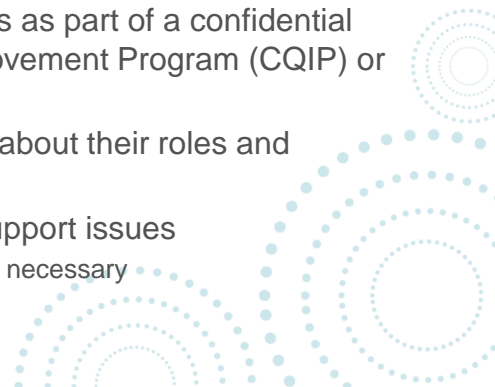
- Provider Support: Ensuring Effective Support after Adverse Events
- Don't Leave Me Standing Here Alone: Making the Case for Peer Support
- Leading Well™: Promoting Clinician Resilience and Patient Safety through Provider Support
- Adverse Event Response Team (AVERT) Program Training



Consultation

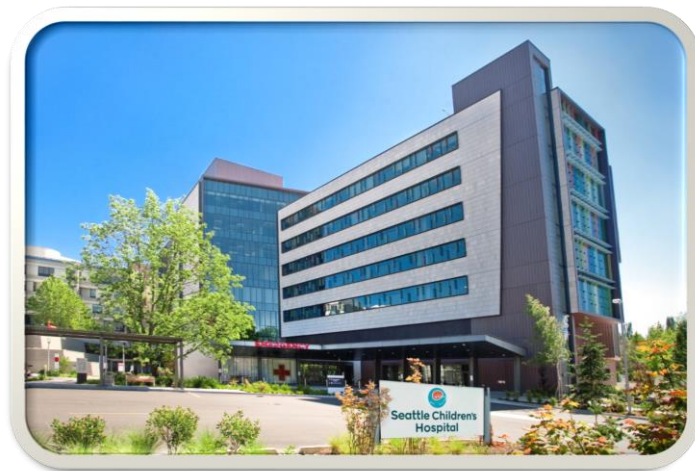
We offer ongoing consultation to help our members and organizations establish robust provider support programs of their own that promote cultures of wellness and safety.

- Assist facilities to develop and implement provider support/wellness programs as part of a confidential Coordinated Quality Improvement Program (CQIP) or hospital QI program
- Educate program leaders about their roles and responsibilities
- Target provider-specific support issues
 - Offer external resources, as necessary



Publications

- [Reducing Clinician Burnout \(Work Well NW's White Paper\)](#)
- [Promoting Patient Safety and Provider Support through Just Culture](#)
- [Halting Clinician Burnout to Increase Resiliency](#)
- [Taking a One-Minute Timeout to Improve Medical Skill and Help Patients](#)
- [When a Physician Is Devastated by the Loss of a Patient](#)
- [8 Ways to Respond to a Provider Who Has Experienced a Medical Error](#)
- [Let the Healing Begin: Caring for the "Second Victim" \(ECRI Institute\)](#)
- [The Value of Provider Support](#)



Seattle Children's Hospital

Mark Mendelow & Martha Dimmers



Support After an Unintended Outcome

- Provider
 - Risk Management
 - How to talk with the family
- Family
 - Focus on transparency
 - Explain what will be done differently in the future
- The Team
 - What we can say
 - What we cannot say



Staff Support Team

- Multidisciplinary team providing critical incident stress management (CISM) support to staff and faculty
 - Core services: group and individual offerings, manager and leadership support, education, teaching stress resilience
 - Proactive outreach
 - Post event support
- CISM on the domain of psychological safety
 - Creating expectancy of psychological safety when facing a stressful event
- Help normalize individual's experiences



Tea for the Soul

Pastoral & Spiritual Care

Tea for the Soul



Wednesday, April 1, 2015

2:30 p.m. to 4:00 p.m.

- and -

10:00 p.m. to 11:30 p.m.

Forest Training Room - FA.6.105

On the ICU, we routinely experience complex situations, heartbreaking stories, and difficult losses which may leave us exhausted and depleted. To help restore and nurture your compassionate heart, we invite all ICU staff members to take a moment and join us for a cup of tea, snacks, and a little breather from your busy shift. You may come by at any time, and stay as long as you like for conversation, support, and a bit of respite for your heart and soul!



Schwartz Center Rounds

Schwartz Center Rounds provides a regular opportunity for caregivers to come together to discuss the challenging emotional and psychosocial issues they face in caring for patients and families by using an actual case study with a panel of clinicians who were involved with the patient.

-Adapted from Schwartz Center for Compassionate Healthcare White Paper



Staff Resources



http://child.childrens.sea.kids/People_and_Places/Programs_and_Services/Staff_Support_Team/Resources_to_Support_Staff.aspx



Staff Support Team

Frequently Asked Questions

Resources to Support Staff

Resources to Support Staff

Meditation

Thursdays, 12:30 to 1 p.m. in the Chapel and Meditation Room located on level 3, River zone. Anyone can meditate; the methods are simple and can help individuals move through stressful situations.

Reflective Writing with Elizabeth Austen, Children's staff member and poet. Open to all.

Relax and recharge through music, guided journaling and poetry. Writing can be a pleasurable and effective way to manage stress and navigate change. Learn more about mid-day mini retreats.

Tea for the Soul: Contact Pastoral and Spiritual Care

"Tea for the Soul" is an opportunity for staff members to take a moment for a cup of tea, some refreshments, and a breather from their often chaotic and hectic shifts. Tea for the Soul may be requested by any department or unit in the hospital, and can be scheduled to take place on a regular or on an as-needed basis. During Tea for the Soul, staff members may stop by any time and stay as long as they like for conversation, support, and a bit of respite.

Schwartz Rounds

A forum for discussing the challenging emotional issues staff members face when caring for patients. Rounds aim to bring the human dimension of medicine into the open and support the people who care for patients. Offered monthly, watch InHouse and CHILD for more info or read "New Rounds Will Focus on You."

Bioethics Consultation Service

Bioethics consultations provide a forum for conversation and analysis about ethical uncertainty or disagreements, offering advice and recommendations to those faced with difficult decisions. Contact information: Any clinician or family member can request a consultation. Call 7-2000 to have the bioethics consultant on call paged and place an order for a bioethics consultation in CIS. For more information call the Treuman Katz Center for Pediatric Ethics at ext. 4-8355. Learn more on the [Bioethics Consultation Service site](#).

Employee Assistance Program

The First Choice Employee Assistance Program (EAP) is a free and confidential resource for help with work or personal issues. People use EAP services to solve a wide range of concerns and problems, including marital and family issues, depression and anxiety, problems with substance abuse and gambling, and balancing the demands of work and home. Contact www.FirstChoiceEAP.com or call 1-800-777-4114 (available 24/7).

Staff Resources



Home | Paging

- Goals and Results
- People and Places
- Resources and Information
- Policies and Standards
- Research

Resources and Information > For All Staff > Psychosocial Resources

Psychosocial Resources

Below is an alphabetical list of psychosocial resources available to help staff and providers partner with patients and families; you may also view the list by category instead of alphabetically.

Psychosocial Resources: Alphabetical

Print the Psychosocial Resource List (alphabetical)

Resource	Description	Availability and Contact Info
Don't know what to do?	Call the Psychosocial Resource Line. Talk to an expert when you need help with a psychological, psychiatric and/or psychosocial issue that is creating a barrier to patient care, and you're not sure what to do. Trained experts will help and/or direct you to the resources you need.	24 hours a day, 7 days a week Call 7-BUDDY (ext. 7-2833 or 206-987-2833)
Adolescent Substance Abuse Program (ASAP)	For patients up to age 20 who use alcohol, drugs, tobacco or other substances in ways that are harmful to their health. Staff and providers specialize in caring for teens and young adults who have ongoing medical or mental health conditions, in addition to a problem with drugs, tobacco or alcohol.	Monday Through Friday, 8:30 a.m. to 5 p.m. Call ext. 7-2028 (206-987-2028) Learn more
Bioethics Consultation Service (Treuman Katz Center for Pediatric Bioethics)	Call for a bioethics consult when there is disagreement between staff, providers, patients and/or their caregivers about treatment plans, goals or patient care, or ethical issues about patient care.	Staff will respond to pages within 4 hours Call ext. 7-2000 (206-987-2000)



http://child.childrens.sea.kids/Resources_and_Information/For_All_Staff/Psycho-social_Resources/

Staff Resources



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- Goals and Results
- People and Places
- Resources and Information
- Policies and Standards
- Research

People and Places > Programs and Services > Staff Support Team

Staff Support Team

[Frequently Asked Questions](#)

[Resources to Support Staff](#)

Staff Support Team

Our Mission

The Staff Support Team offers timely, specialized support through a range of Critical Incident Stress management services to all staff and faculty. These may include situations that are sad, disturbing, unusual or frightening. Our goal is to help mitigate the impact of critical incidents and sentinel events on the health and well-being of our family of providers.

Who We Are

Seattle Children's Hospital Staff Support Team is a multi-disciplinary team of counselors who are trained to respond to stressful events. These may include situations that are sad, disturbing, unusual or frightening. Examples might include unanticipated care outcomes, sudden patient loss, excessive media coverage or staff death. We are trained to help manage the effects of burnout, compassion fatigue, and traumatic distress through immediate, confidential services. We can be a link to community resources, when ongoing care is needed.

What We Provide

- Consultation to managers, directors, administrators, faculty
- Crisis briefings, group defusings, and individual support to affected individuals
- Information/education about coping with stressful reactions and maintaining resiliency

Contact Information

For an immediate need please call the operator and ask them to page the on-call Staff Support Team member.

Pastoral and Spiritual Care Department Mail Stop: RC.3.703
Phone: ext. 7.9910



http://child.childrens.sea.kids/People_and_Places/Programs_and_Services/Staff_Support_Team/



First Choice Health Employee Assistance Program (EAP) and Physician Assistance Program (PAP)

David W. Mitchell, MA, LMHC, CEAP Director



We Are Your EAP and Your PAP

- Confidential
- Easy to Access
- Resources for...
 - All Employees and Physicians
 - Their Covered Family Members
 - Spouse/Partner
 - Children up to 26
 - Employers/Supervisors/Managers
- Outside the Workplace
- Free!



First Choice Health™

Healthy Employees. Healthy Companies.™

A Brief Look at Life Today:

Reasons People Use EAP/PAP

Family/Marital

- Marital Issues
- Parenting Concerns
- Adolescent Problems
- School Issues



Emotional/Behavioral

- Depression/Anxiety
- Anger Control
- Sleep
- Problems



Compulsive Behaviors

- Gambling
- Internet
- Spending



Alcohol/Drugs

- Alcohol Abuse
- Drug Abuse
- Prescription Abuse



Work Issues

- Communication Issues
- Policy Violations
- Harassment/Violence
- Trauma Services



Work-Life Programs

- Eldercare
- Childcare
- Legal
- Financial
- Identity Theft
- Home Ownership



First Choice Health™

Healthy Employees. Healthy Companies.™

EAP/PAP Also Helps:

- Supervisors and Managers
- Human Resources
- Teams and Companies
 - Training
 - Performance Issues
 - Conflict Resolution
 - Consultation
 - Risk Management
 - Critical Incidents/Debriefings

First Choice Health™
Healthy Employees. Healthy Companies.™



Services for Second Victims

The EAP/PAP provides a range of assistance to individuals, teams, and companies after these incidents:

- Immediate In-The-Moment Support (Telephonic, 24/7)
- Individual Face-to-Face Support (3 visits)
- Management Consultation
- Team Debriefing (emotions, not operations)
- Mandatory Referrals



First Choice Health™
Healthy Employees. Healthy Companies.™

(800) 777-4114



Working to reduce medical errors and improve safety for people receiving health care in Washington.



Room I F Breakout Sessions

9:45 How do we Support the Second Victim?
Multi-organization panel

10:45 Buyer Beware: How far can you trust health choices information broadcast to the public?
Applied Epidemiology