



Clinician Support Services

Lecture/Grand Rounds

Many organizations that recognize the need to support their clinicians around adverse medical events begin their journey by raising awareness and creating a platform for change. To support this, we offer a powerful one-hour informational lecture/grand rounds presentation on clinician support following adverse medical events and medical errors. Using an actual catastrophic adverse medical event to set the context, the discussion includes:

- the impact of adverse events on physicians, nurses, pharmacists and other staff members;
- data making the business/moral case for clinician support programs;
- highlights from the leading models of support;
- common barriers that prevent the utilization of these supports; and,
- the introduction of tools to support peers along with self-care tips.

Lecture/Grand Rounds and Organizational Readiness Assessment

In addition to creating the burning platform for change, organizations that successfully implement sustained Peer Support programs have infrastructures and cultural alignment with transparent management of adverse events. The Organizational Readiness Assessment will help determine institutional readiness to successfully implement Peer Support in the context of the existing culture.

Along with the one hour Informational Lecture/Grand Rounds outlined above, the faculty will also spend several hours meeting with organizational leadership and staff, including a tour of the facility, to assess the organization's readiness for implementing a Peer Support service. This option also includes:

- a review of policies and procedures around medical errors and adverse medical events;
- observations around cultural alignment while on-site; and,
- a formal written assessment summary with recommendations (to follow).

Peer Supporter Training

For organizations interested in starting their own Peer Support service, two faculty members will provide a full day of Peer Support Training on-site for all clinicians and staff members who have been selected as Peer Supporters. We will furnish a draft agenda upon request. In addition to on-site training, this option includes:

- one (1) to two (2) hours of pre-training phone calls with faculty in order to individualize the training; and,
- twelve (12) monthly WebEx post training calls.