
PEER SUPPORT PROGRAM **CLAIMS DEPARTMENT TEMPLATE**

Purpose:

- Clinician-to-clinician, confidential support following an adverse event.
- Provide information regarding the impact of adverse events on the health care team and how to access available resources.
- The Peer Support Program relies on volunteer clinician members, retained as consultants to the Claims Department, who are trained to contact members by telephone to offer short-term, confidential emotional support and resources following report of an adverse event to the Claims Department. Reported events are notification in anticipation of litigation.

Participants:

- Peer Support Consultants are volunteer member clinicians trained to provide support to colleagues. They are good communicators who are compassionate, thoughtful, and discreet. They agree to complete training on peer support, commit to a limited number of contacts per year, to participate in debriefing sessions, contribute to evaluation process, and to maintain confidentiality as consultants to the Claim Department.
- Peer Support Coordinators are planning group members. They agree to complete training on peer support, to complete training as trainers of future peer support consultants, to participate in debriefing sessions, contribute to the evaluation process, and to maintain confidentiality as consultants to the Claim Department.

Inclusion criteria for offer of services:

- Contemporaneous report of an unanticipated outcome of care that involves or may involve level of harm to the patient such that a precautionary reserve would be set;
- Adverse event known to impact the involved clinician such that support from a colleague would be of benefit; or
- Member request for services.

Process:

- When a member contacts the Claims Department to report an adverse event, the Claims Services Coordinator(s) obtains the relevant information for referral to a Peer Support Consultant. Any unanticipated outcome of care that involves or may involve harm to the patient will be given consideration for referral.
- A designated member of the Claim Department will promptly triage referrals for assignment to a Peer Support Consultant. Assignment is based on specialty, practice type, geographic location, and other characteristics.
- Once assignment has been accepted, the Peer Support Consultant will initiate prompt phone contact to the member. Ideally, contact will be initiated within 24 hours of the referral.
- Peer Support Consultants do not review medical records or provide clinical feedback or opinions. No documentation is maintained regarding the content of discussion.
- The Peer Support Program is voluntary and members may independently request or decline services.

Metrics:

- To evaluate the program process and participants' satisfaction, Peer Support Consultants will identify the number of times contact was attempted, the successful mode of contact, and number of conversations with each member. Peer Support Consultants will be surveyed regarding their satisfaction with the program, their training, and the process. Members will be surveyed regarding the value of the program.