



The forYOU team is a peer-support team developed to address the needs of second victims at University of Missouri Health Care (UMHC).

Who is a “second victim?”

A healthcare provider involved in an adverse patient event or medical error and who is traumatized by the event.

Why is support specific for our second victims important?

- ❖ Second victims may feel personally responsible for the unexpected patient outcome.
- ❖ They often believe they have failed the patient, and second-guess their clinical skills and knowledge base.
- ❖ They may experience a professional crisis, seeking to change job assignments or career paths.

What situations are risky for evoking a second victim response?

- ❖ Pediatric or young adult patients
- ❖ Patients who have personal connections with staff members, or “connect” the second victim with his or her own experiences, co-workers or family
- ❖ High-profile community event victims
- ❖ One in a series of similar adverse patient outcomes in a short period of time on the same unit
- ❖ First death the second victim has experienced as a care provider
- ❖ Organ donors
- ❖ Chronic, long-term patients

What support is available?

- ❖ 95 clinicians (12 MDs) have been trained in crisis and critical incident stress management intervention techniques. These clinicians span “high risk” areas, and represent several health care professions.
- ❖ 24-hour pager access to a ForYOU team leader.
- ❖ Informational brochures for second victims and their loved ones.
- ❖ Additional resources for professional counseling when peer support is not sufficient.

The ultimate goal of the forYOU team is to help health care professionals at UMHC return to a high level of performance following a traumatic patient event.

forYOU team leaders

Coordinator Sue Scott

WCH Judi Massey

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