

forYOU Team Member Training – 2010
8 hour course

Class Agenda :

0800-0810 Welcome/ Introductions

0810-0830 A Doctor's Story

A family practice attending shares her experiences as a second victim – what it was like, what she needed vs. what she received for assistance

0830-0930 A Silent Epidemic – Defining the Second Victim Phenomenon

Objectives: Describe the second victim phenomenon.

Describe the three-tiered interventional support model for second victim support.

Review recent research findings about second victim phenomenon to include the six stage trajectory of recovery, the three tiered interventional model of support and individual peer support techniques.

0930-1000 Second Victim Experiences (Small Group Work)

Objective: Identification and reflection on several second victim events

Small group work – remember a time when you were a second victim or helped a second victim – what was it like? An exercise in active listening and helps the new supporter get comfortable with discussing a sometimes hard topic to discuss.

1000-1015 Break

1015-1045 Peer Support in Action (Panel Discussion)

Multi-disciplinary panel will discuss their experiences as a second victim supporter – what they saw to identify a second victim, how they approached the individual to discuss the event, what they did well in the interaction and what they modified for the next encounter. Panel will also provide tips in supporting the second victim.

1045-1110 Molly's Story – Supporting a Staff Member Death - CISM in Action

Objective: Identify key critical incident stress management supportive strategies to assist with staff member death.

Molly was a Columbia Police Officer who died in the line of duty – a very public loss. Our Manager of Security was the Chief of Police when Molly died – he will be discussing how he used CISM techniques to aid his hurting staff. It will be a basic introduction to CISM using Molly's death and his experience as an example.

1110-1145 One on One Support - Defusing Techniques

Objective: Describe Critical Incident Stress Management (CISM) techniques used to support one on one crisis intervention.

An overview of CISM's one on one intervention for an individual in crisis.

1145-1230 Lunch (provided)

1230-1330 Crucial Conversations

Objective: Initiate a crucial conversation based on different responses to the situation from the second victim.

An interactive session regarding how to start a conversation with someone who is obviously in distress.

1330-1400 Beyond First Aid: More help needed – Now what? (Panel Discussion)

(Panelists= EAP Director, Risk Manager, and chaplain)

Objectives: Describe situational events that may need fast track referrals.

Identify and assist with physical, spiritual, emotional and psychological needs of second victims.

Each panelist will describe a second victim that was referred to them during the past year..... what they might look like and what each can provide.

1400-1415 Break

1415-1430 “The Encounter” (Vignette scenario for participants + case scenario)

Sometimes it is hard to envision what it would be like to approach a hurting colleague – what to do, how to do it. To help break up the afternoon, we have a vignette that we’ll be doing with a professional actor. He will be a staff member in crisis. One of our team mentors will be providing him support and in doing so, will re-enforce key aspects of the learning from earlier in the day.

1430-1445 Debriefing ‘the Encounter’

An opportunity for participants to reflect on what they thought about the encounter. Perhaps what they may have done differently, etc. Key points not brought up in the discussion will be addressed by the facilitator of this session.

1445-1500 Capturing the encounter

Objective: Describe the process of second victim support from identification to case closure.

Discuss next steps from the scenario.... How to document your encounter.. how to follow-up,..... need to refer? The how to’s.

1500-1600 Small Group – Role Play 2 scenarios

Objective: Respond to the role of peer supporter and normalize events and reactions.

This exercise will help ‘put it altogether’ for the participants. Will have small group representatives de-brief their experiences and will help to have facilitators to focus on key aspects of the one on one interaction.

1600-1615 Wrap Up – Program Evaluation

Besides course evaluation – we will also be doing a course knowledge assessment (pre-post comparison)

1615-1700 A Celebration

Executive champions for our team (Vice-Chancellor of health care, CMO, COO and CQO) will be present certificates and express their appreciation to team members for participating.