



Key actions for supporting:

- Acknowledge what the second victim is saying or feeling.
- Don't try to fix it — your supportive presence is all you need to give.
- Be there. / Practice active listening.
- Offer support. / Share your experiences.
- Reinforce that they make a difference.
- Provide a referral if needed.

24/7 Pager (573) 397-0044

Sue Scott, forYOU Team coordinator (573) 499-8517

Chaplain pager (573) 397-9452

WCH pager Judi Massey (573) 441-7539

MRC cell phoneGail Getzendaner (417) 316-1977

SOM pager Kristin Hahn-Cover (573) 876-1937

UHC pager.....Staci Walters (573) 397-0093/Laura Hirschinger (573) 397-9428

MOI pager Kelly Butler (573) 397-0045

MUPC pager Kelly Butler (573) 397-0045



Responsibilities:

- A. Monitor colleagues in your work area for second-victim experiences.
- B. Interaction — One-on-one support to mitigate symptoms of critical events
 1. Introduction
 - a. Introduce the goal of the ForYOU team.
 - b. Do not critique the incident. Allow time to express emotions in a confidential manner. Ask: “Are you OK?” and “What do you need?”
 2. Exploration
 - a. How do you feel about what happened?
 - b. What was your first thought after the situation?
 - c. What was the worst thing for you personally?
 3. Information “normalizing”
 - a. Validate normal reactions to an abnormal event.
 - b. Provide information (brochures, contact info, self-care ideas, etc.)
 4. Follow-up (referral, next discussion)
 - a. Determine if an additional visit is needed, and schedule it.
 - b. Refer to your facility team leader for resources:
Patient Safety, Risk Management, Chaplain and EAP
- C. Documentation – Complete an encounter form. Return it to Laura Hirschinger at hirschingerl@health.missouri.edu or DC103.40.

