

# Title: forYou Team Activation and Intervention

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## I. Policy Statement:

A. The forYOU Team is available to all University of Missouri Health System team members experiencing normal stress reactions to unanticipated patient events/outcomes. These staff members may be experiencing the second victim phenomenon.

The forYOU Team serves to:

- Increase institutional awareness of the second victim phenomenon;
- Provide consistent and targeted system-wide support;
- Support individuals/team members following unanticipated events;
- Provide additional resources for leadership and management teams.

B. The forYOU Team goal is to help healthcare team members understand what is known about the second victim phenomenon and to support them through the recovery from such an event.

## II. Definitions

Second victims are healthcare team members involved in an unanticipated patient event, a medical error and/or a patient related injury who become victimized in the sense that the team member is traumatized by the event. Frequently, these persons feel personally responsible for the patient outcome and may feel as though they have failed the patient, second-guessing their clinical skills and knowledge base.

## III. Process/Content

### 1. Team Overview

The forYOU Team Support Team provides a form of ‘emotional first aid’ specifically designed to provide crisis support and stress management interventions for health care events that are emotionally challenging and stressful.

### 2. Team Structure

- A. Coordination of team activities is the responsibility of the Office of Clinical Effectiveness (OCE) – Patient Safety and Risk Management and Patient leaders.
- B. Team structure consists of the following:

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- Team Members – Peer Supporters
- Team Advisors
- Facility Team Leads
- Team Coordinators
- Executive Sponsor/Team Champion

### 3. Team Interventions

- A. forYOU Team services will be available as a staff benefit on an as needed basis 24 hours/day seven days/week via text pager **(573-397-0044)**.
- B. Peer to peer support assignments will be matched to facilitate similar professional types working together when possible. forYOU Team interventions are voluntary and will not be required or mandated for any healthcare team members.
- C. forYOU Team provides the following interventions:
  - Crisis support and Stress Management Interventions - One on one peer support
  - Team De-Briefings – Team meetings to discuss event led by trained facilitators.
  - Staff referral –Referral to additional care professionals is available on an as needed basis.
  - Internal event investigation process support/guidance.

### 4. Team Referrals

- forYOU Team member initiation - Team members support colleagues at risk for second victim phenomenon.
- Self referral – Healthcare team members initiate supportive interventions as they feel necessary.
- Management/Department referral - Supervisory personnel activate forYOU Team on behalf of healthcare team member.
- Patient Safety/Risk Management referral - During routine investigations, staff members identified as potential second victims will be informed of forYOU Team services, with referrals made as appropriate.

### 5. forYOU Team Member Responsibilities

- Serve as confidential resource for faculty/staff to discuss response to stressful clinical events. The focus of the intervention should be on the provider and not on the details of the case.
- Maintain confidentiality of healthcare team member and patient information. forYOU Team members will not maintain any personal notes about the intervention or the case.
- Serve as content experts on the second victim phenomenon.
- Confer with facility team lead or team coordinator to determine appropriate referral as needed.
- Fulfill responsibilities as 'lifeguard' during team de-briefings.
- Fulfill expectations of forYOU Team membership.

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### **A. Immediate Interventions for Department/Supervisor:**

- Identify clinical staff involved in potentially stressful events.
- Consider time away from clinical environment if indicated. Contact House Manager for staffing options.
- Reaffirm confidence in staff.
- Maintain open line of communications with staff member(s).
- Activate forYOU Team as indicated **(573-397-0044)**.

### **B. Evaluation of Activation and Intervention**

- Activities will be monitored and evaluated by facility team leaders.
- All reports will be maintained in the confidential forYou database.
- An aggregate report will be shared with PSO on an annual basis.

### **Additional References**

Patient Safety Organization (PSO) Reporting Policy  
Patient Safety Event Reporting and Resolution Policy

## **IV. Attachments**

**There are no attachments to this policy.**