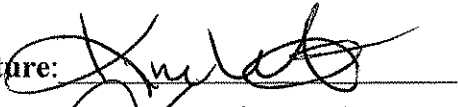
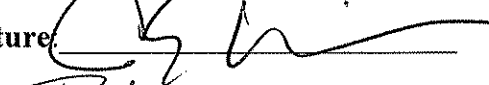
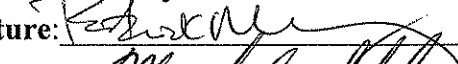

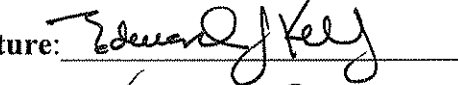
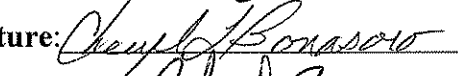



**MILFORD REGIONAL MEDICAL CENTER**  
**14 Prospect Street, Milford, MA 01757**

<b>Effective Date:</b>	05/15/12	<b>Section of Manual: (PI) Improving Organizational Performance</b>
<b>Distribution:</b>	Administrative Manual	
<b>Originating Dept/Committee(s):</b>	Director, Risk Management	<b>Signature:</b> 
<b>Contributing Committee:</b>	PSP Co-Chairs	<b>Signature:</b> 
		<b>Signature:</b> 
<b>Medical Staff:</b>	President:	<b>Signature:</b> 
<b>Senior Management:</b>	President:	<b>Signature:</b> 
<b>Senior Management:</b>	VP, Patient Care	<b>Signature:</b> 
<b>Senior Management:</b>	VP, Support Services <i>Clinical/</i>	<b>Signature:</b> 
<input checked="" type="checkbox"/> <b>New</b>		
<input type="checkbox"/> <b>Supersedes:</b>	<b>Peers Supporting Peers</b> Policy Name	<u>05/15/12</u> Effective date      Originating date

**Subject:      Peers Supporting Peers**

**Purpose:** The Peers Supporting Peers Team purpose is to provide a culture of sensitivity by providing care, support and respect to caregivers involved in a stressful or adverse event.

**Policy:** The Peers Supporting Peers Team is available to all Milford Regional Medical Center team members experiencing normal stress reactions to unanticipated patient event/outcomes. These team members may be experiencing a second victim phenomenon.

The Peers Supporting Peers team was created to:

- Increase institutional awareness of the second victim phenomenon.
- Provide consistent and targeted system wide guidance and support of the second victim.
- Provide additional resources for the management team to effectively support second victims.

**General Information:**

1.) Team Overview

The Peers Supporting Peers Team provides a form of “emotional first aid” specifically designed to provide crisis support and critical incident stress management interventions for healthcare events that are emotionally challenging and stressful.

## 2.) Team Sponsorship and Structure:

- The Peers Supporting Peers team is supported by Milford Regional Medical Center and the Medical Staff. Coordination of the team activities is the responsibility of the Administrative Coordinator /Team Leader.
- Team Structure consists of the following:
  - Team Members- Peer Supporters
  - Pastoral Care
  - Team Leader/Administrative Coordinator
- Team Interventions
  - Team interventions are based on supporting second victims
  - Peer to peer support assignments will be matched to facilitate similar professional types working together when possible.
  - Confidentiality of services is essential for all team members.
  - Team services will be available as a staff benefit on an as needed basis 24/7.
  - Team interventions are voluntary and will NOT be required, mandated or forced upon.
  - Team provides the following interventions:
    - Critical Incident Stress defusing – One on One peer support
    - Staff Referral – Referral to additional care professionals are available on an as needed basis.
  - For additional information or concerns regarding the team contact the Administrative Coordinator

## Procedure:

### 1. Referrals: can be initiated in a variety of ways:

- Member initiation – Team members support colleagues exhibiting signs/symptoms suggestive of second victim phenomenon.
- Self-referral – Individuals can initiate supportive interventions as they feel necessary.
- Management/Department referral – Supervisory personnel can activate the team on behalf of those involved.
- Patient Safety/Risk Management referral – During routine investigations, individuals identified as potential second victims will be informed of team services and referrals made as appropriate.
- Anyone who has witnessed or been involved in an event that may be emotionally challenging and stressful.

### 2.) Team Activation:

- Referral is received by the Team Leader
- Activate team member as indicated. Every effort will be made to match similar professional types.
- Peer Supporter will contact the individual to offer support within 24 hours of the referral.
- The focus of team interventions are to provide emotional support and **NOT** on the details of the case.

- Team interventions will be maintained in strict confidence and will ***NEVER*** include documentation.

### **Definitions:**

**Second Victim** -*Second victims are health care providers who are involved in an unanticipated adverse patient event, in a medical error and/or a patient related injury and become victimized in the sense that the provider is traumatized by the event. Frequently, these individuals feel personally responsible for the patient outcome. Many feel as though they have failed the patient, second guessing their clinical skills and knowledge base.*

**Team Leader** – Responsible for providing guidance, instruction and direction to the Peer Supporter Team.

**Administrative Coordinator** – Responsible for coordinating training for team members, scheduling and reporting to designated committees within the Medical Center.

### **Regulatory References:**

#### **Other References:**

Scott SD, Hirschinger LE, Cox KR, et al. Caring for our own: deployment of a second victim rapid response system. Jt Comm J Qual Patient Saf. 2010;36:233-240

**MITSS** – Medically Induced Trauma Support Services

University of Missouri Health Care System For U program