

DATE	
7:30 AM – 8:00 AM	Registration
8:00 AM – 8:15 AM	Welcome and Overview This session will introduce attendees to the objectives of the program.
8:15 AM – 8:45 AM	Introductions and Group Exercise
8:45 AM – 9:30 AM	Organizations Internal Supports Introduce themselves The organizations internal support services will each have 5-10 minutes to introduce themselves and their services, i.e. social work, EAP (Employee Assistance Program, etc...
9:30 AM – 10:15 AM	Brief History of Clinician Support and the Term “Second Victim” In this portion, faculty will describe the history of clinician support in healthcare. Highlight publications that have made a difference in this field. The faculty will also share the current definition of Second Victim. Small groups will share their professional experiences and describe the recovery trajectory. OBJECTIVES: <ul style="list-style-type: none"> • Explain the history of Clinician Support • Describe characteristics of the second victim • Describe the stages of recovery for the clinician suffering in the aftermath of an unanticipated clinical outcome
10:15 AM – 10:30 AM	Break
10:30 AM – 12:15 PM	Peer Support Basics – Skill Building In this section, participants will learn about several different Support Models including; Sue Scott’s Three Tier Model of Support (University of Missouri), Center for Professionalism and Peer Support (Brigham & Women’s Hospital), and the Beth Israel Deaconess Medical Center Model. Faculty will describe the impact of unexpected patient outcomes on healthcare clinicians and describe ideas for helping mitigate the suffering from an individual and team member perspective. Participants will be able to start role play peer support interactions. OBJECTIVES: <ul style="list-style-type: none"> • Identify strategies for initiating clinician support • Describe ways to support a colleague in distress • Practice active listening skills
12:15 PM – 1:00 PM	Lunch

1:00 PM – 2:15 PM

Peer Support Basics – Skill Building (Continued)

2:15 PM – 2:45 PM

Review of Special Considerations and Overcoming Obstacles for the Clinician Support Team

In this portion, we will review team implementation strategies, review the checklist to help guide your work and discuss various methods for addressing obstacles to team deployment.

OBJECTIVES:

- Common barriers that Peer Supporters come up against
 - Describe common barriers encountered during the implementation phase of a clinician support network
 - Identify successful ways to overcome barriers for a support team
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2:45 PM – 3:00 PM

Wrap up and Evaluation

3:15 PM – 4:00 PM

Meeting with Faculty and Facilities Peer Support Implementation Team Planning and Next Steps

OBJECTIVES:

- Assess all the required elements for successful implementation of a clinician support program
 - Assist with identifying strategies that will assist them in successful implements
 - **Answer questions the Implementation Team may have**
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