

ABSTRACT

Up to 400,000 hospitalized patients have been harmed by health care errors, resulting in the third leading cause of death in the United States. These unanticipated adverse events resulted in the second victim phenomenon for healthcare providers, leading to burnout and suicide. To mitigate these effects, a Second Victim peer support initiative has been proposed.

The purpose of this doctoral project was to develop the second victim, Just BREATHE initiative, based on evidence-based strategies aimed at creating a healthy work environment and promoting a culture of safety at Virtua. The intent of the quality improvement program was to provide emotional first aid and organizational peer support for healthcare providers who experience work-related adverse events.

The program plan included Phase 1: Initial needs assessment, Phase 2: Program planning, Phase 3: Implementation of the pilot to the Emergency Department.

OBJECTIVES

1. Program planning for the development of a Second Victim peer support initiative.
2. Promote a culture of safety in a high reliability organization by providing emotional first aid during adverse clinical events at Virtua.
3. Awareness training of the second victim phenomenon and promote the process of healing.



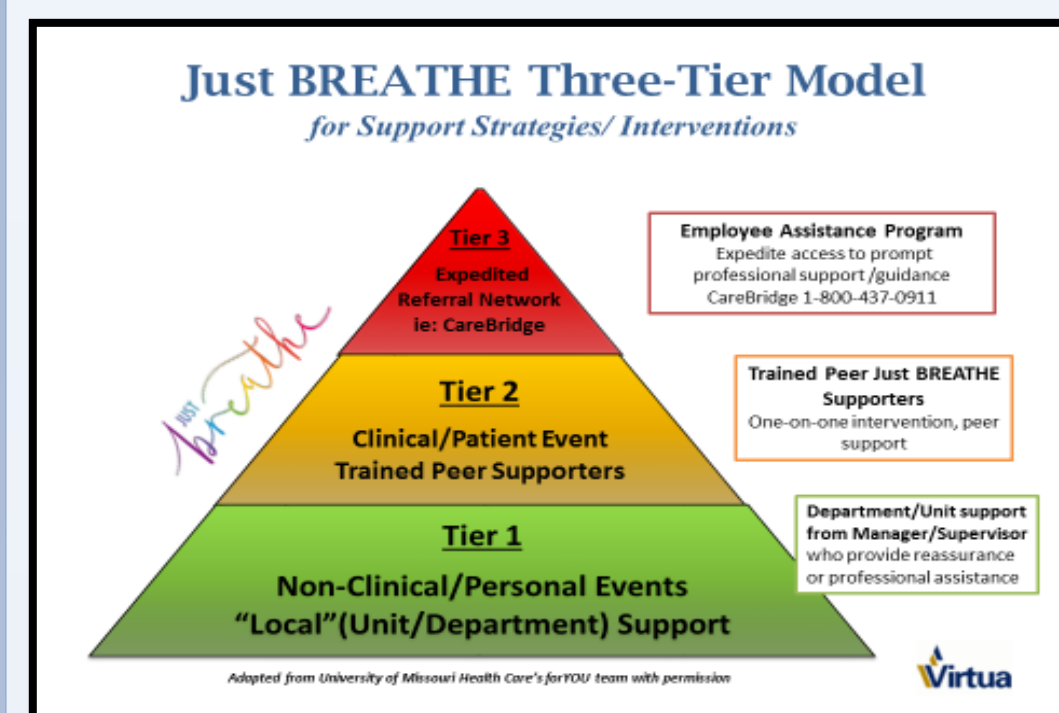
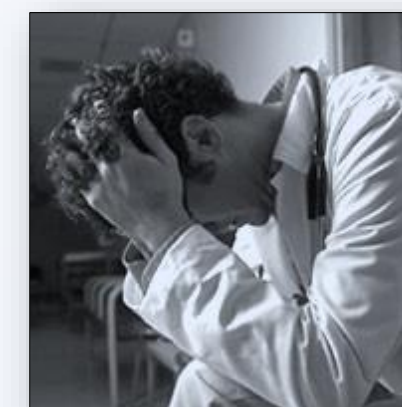
What is a Second Victim?



HHealth care provider who has been “involved in an unanticipated adverse patient event, medical error, and/or a patient-related injury who become victimized in the sense that the provider is traumatized by the event” (Scott, 2010, p. 326).

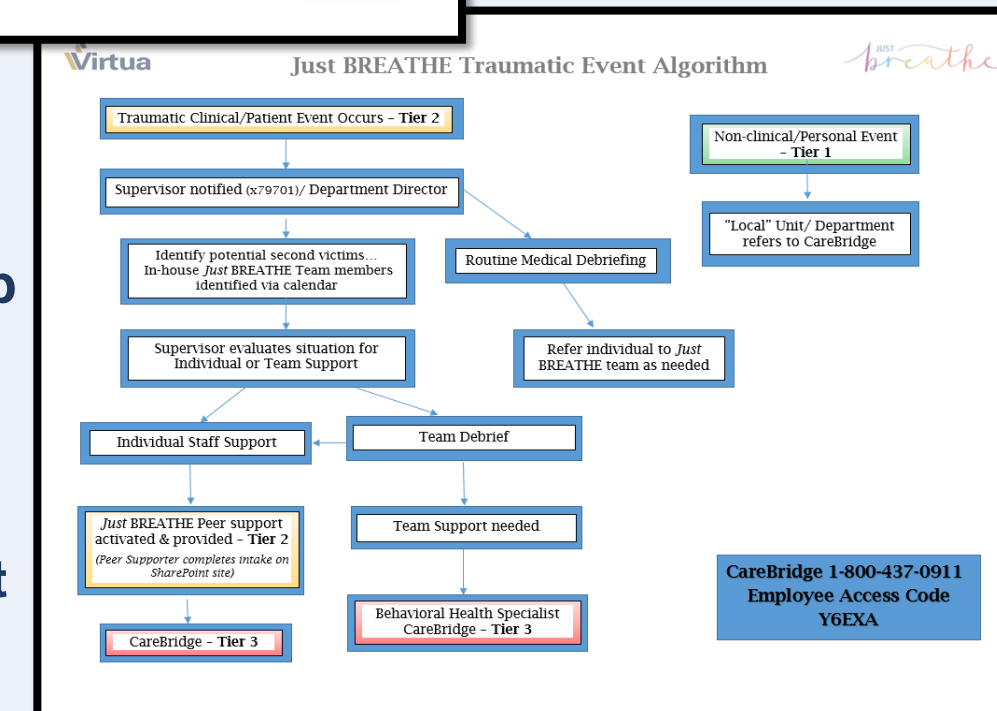
Responses to adverse events: Second Victim Distress:

- Fear, anger, anxiety
 - Loss of confidence
 - Difficulty concentrating
 - Feeling of incompetence
 - Embarrassment, grief, guilt
 - Self-doubt, remorse, disbelief
 - Burnout - physical, emotional, psychosocial, or professional in nature
 - Leaving the profession or suicide
- (Chan, Khong & Wang, 2016; Scott et al. 2009; Tamburri, 2017; Wu, 2000)



Algorithm for Traumatic Event

- Second Victim Train-the-Trainer workshop
- Multidisciplinary committee
- Peer recruitment
- Brochure/SharePoint site development



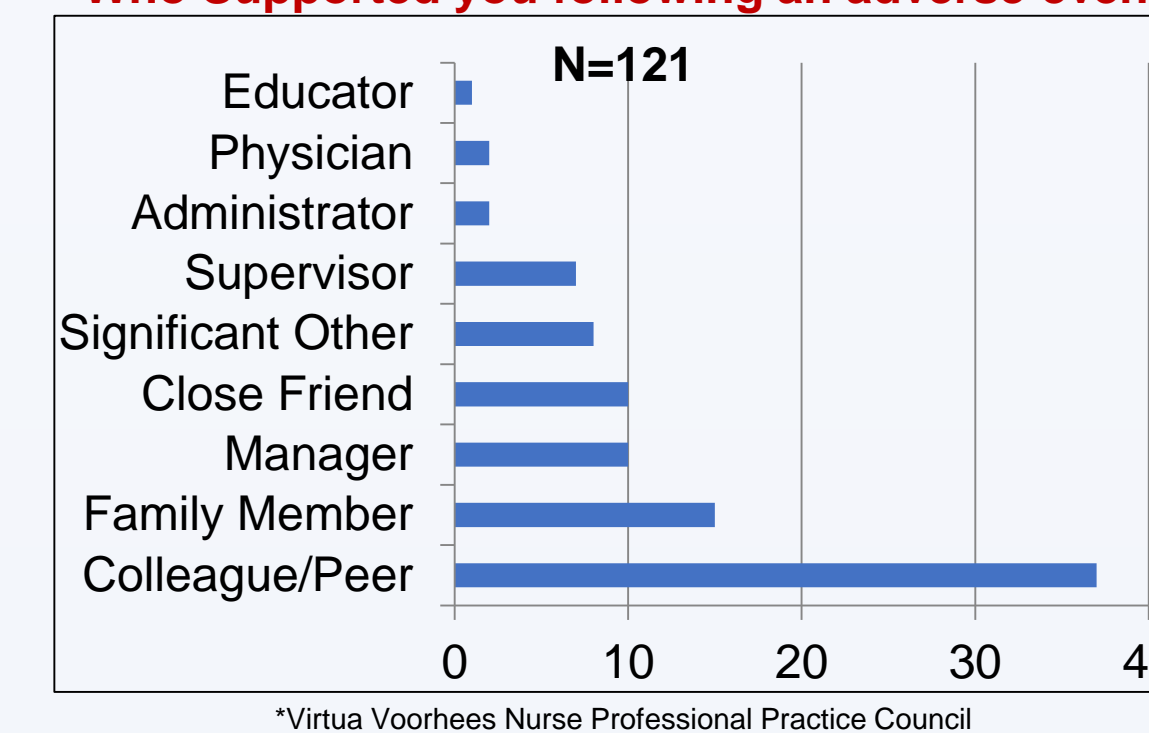
PROGRAM PLANNING

Phase I – Initial Needs Assessment

Knowledge - 79% of surveyed staff: no knowledge of the term *Second Victim*

Support - 63% who experienced adverse patient event* received support (graph below)

Who Supported you following an adverse event?



Phase II – Program Planning

Just BREATHE Team

Breathe
Resilience
Empathy
Acceptance
Talk
Heal
Empower



Multidisciplinary initiative to establish Just BREATHE peer support program at Virtua

Phase III– Pilot implementation in ED

Pilot survey and awareness training

Data collection in progress...

RESULTS



Data collection in progress

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