



Second Victim Peer Support Program

Yessenia V. Salgado, DNP, RN, NE-BC, CNOR

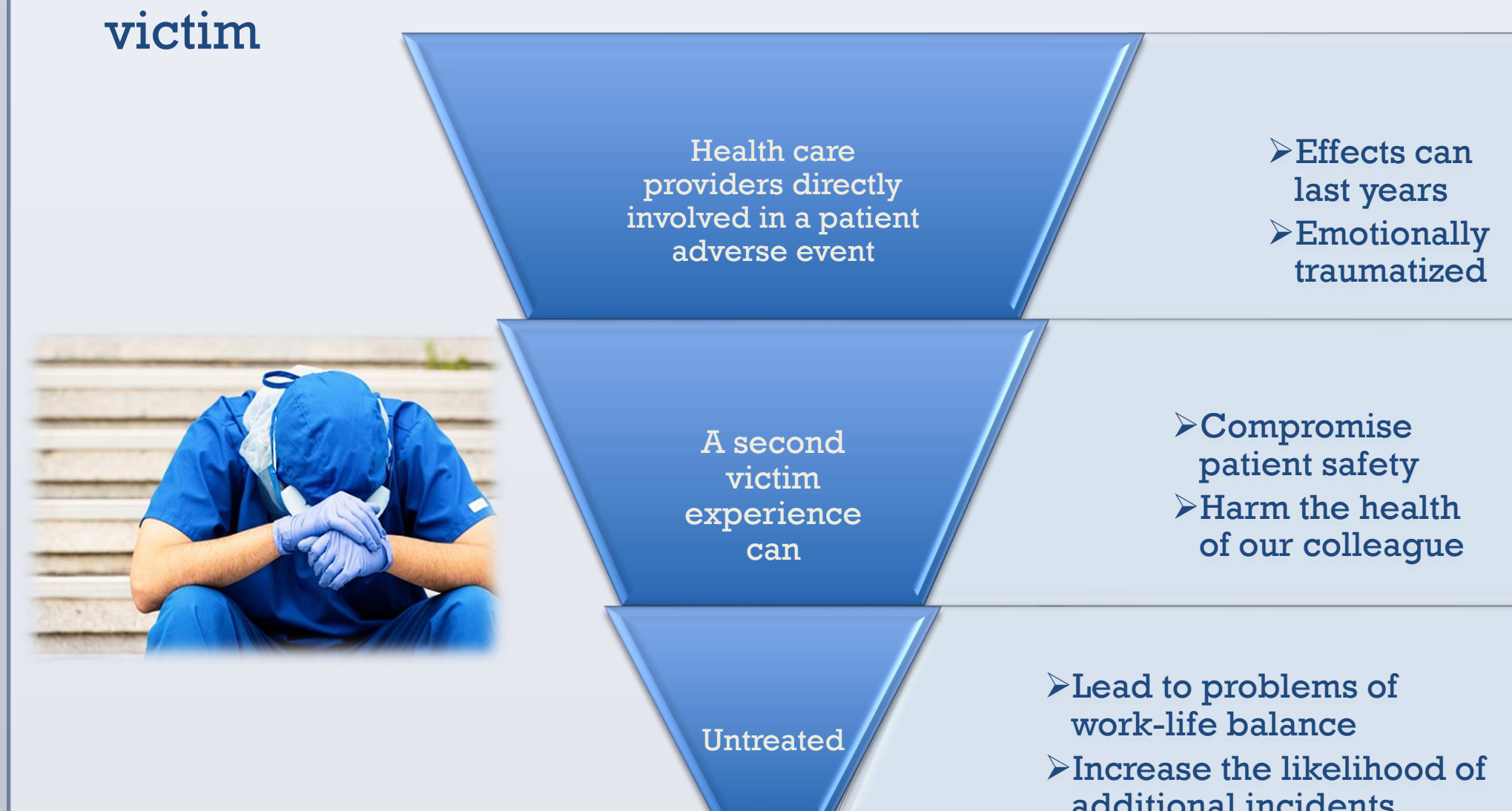


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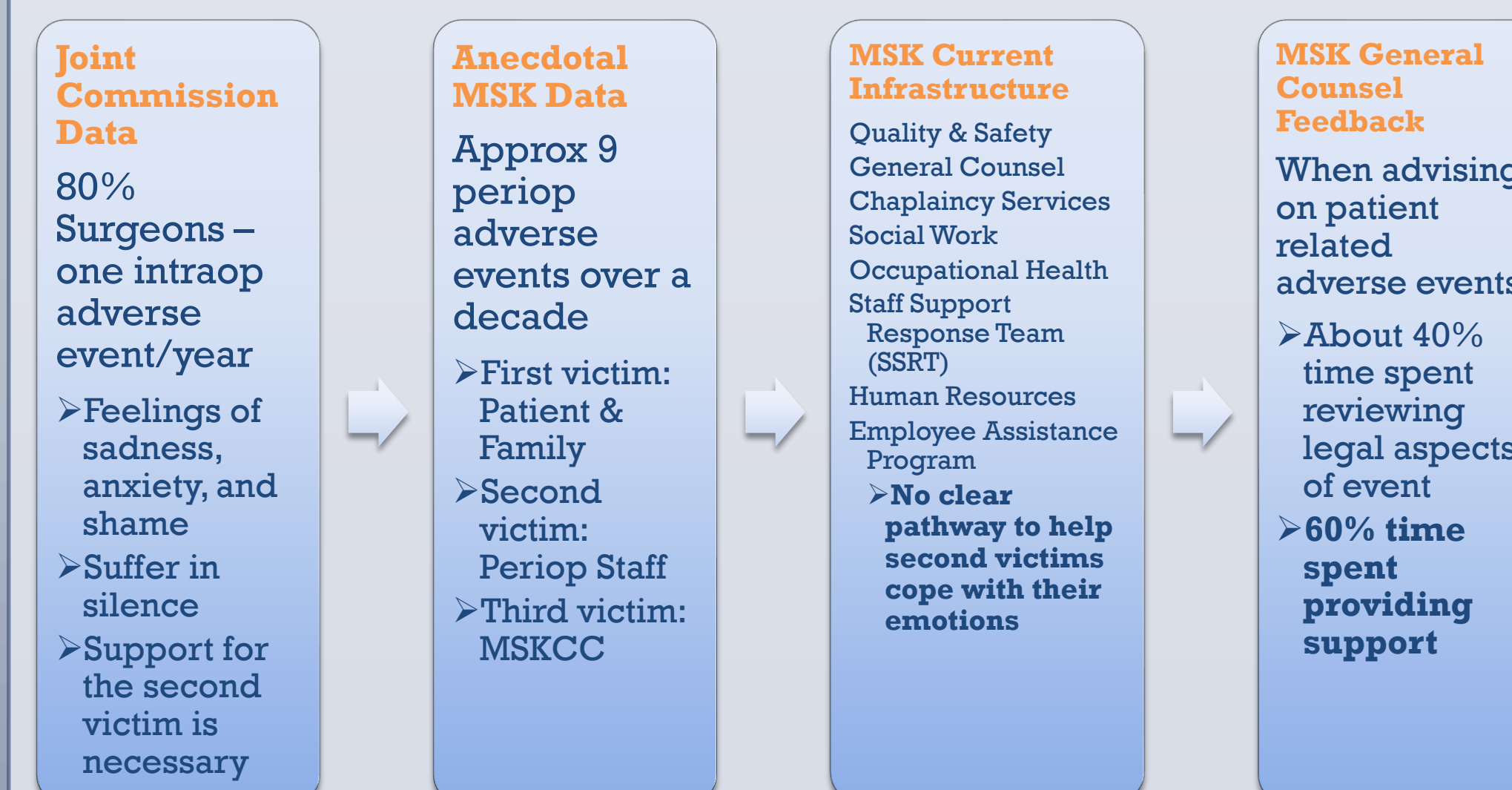
Clinical Problem

- A second victim is a health care provider involved in an unanticipated adverse patient event who becomes victimized in the sense that the provider is traumatized by the event
- The Joint Commission states 80% of surgeons report involvement with 1 intraoperative unanticipated adverse event/year
- Many suffer in silence with feelings of sadness, anxiety, and shame highlighting the need to support the second victim



- Peer Support is "emotional first aid" for hospital staff involved in patient-related adverse events and stressful situations.

Background



- Although many resources existed at Memorial Sloan Kettering, MSK, there was not a clear pathway and therefore a gap in providing help to second victims needing to cope with their emotions specifically within the perioperative setting.

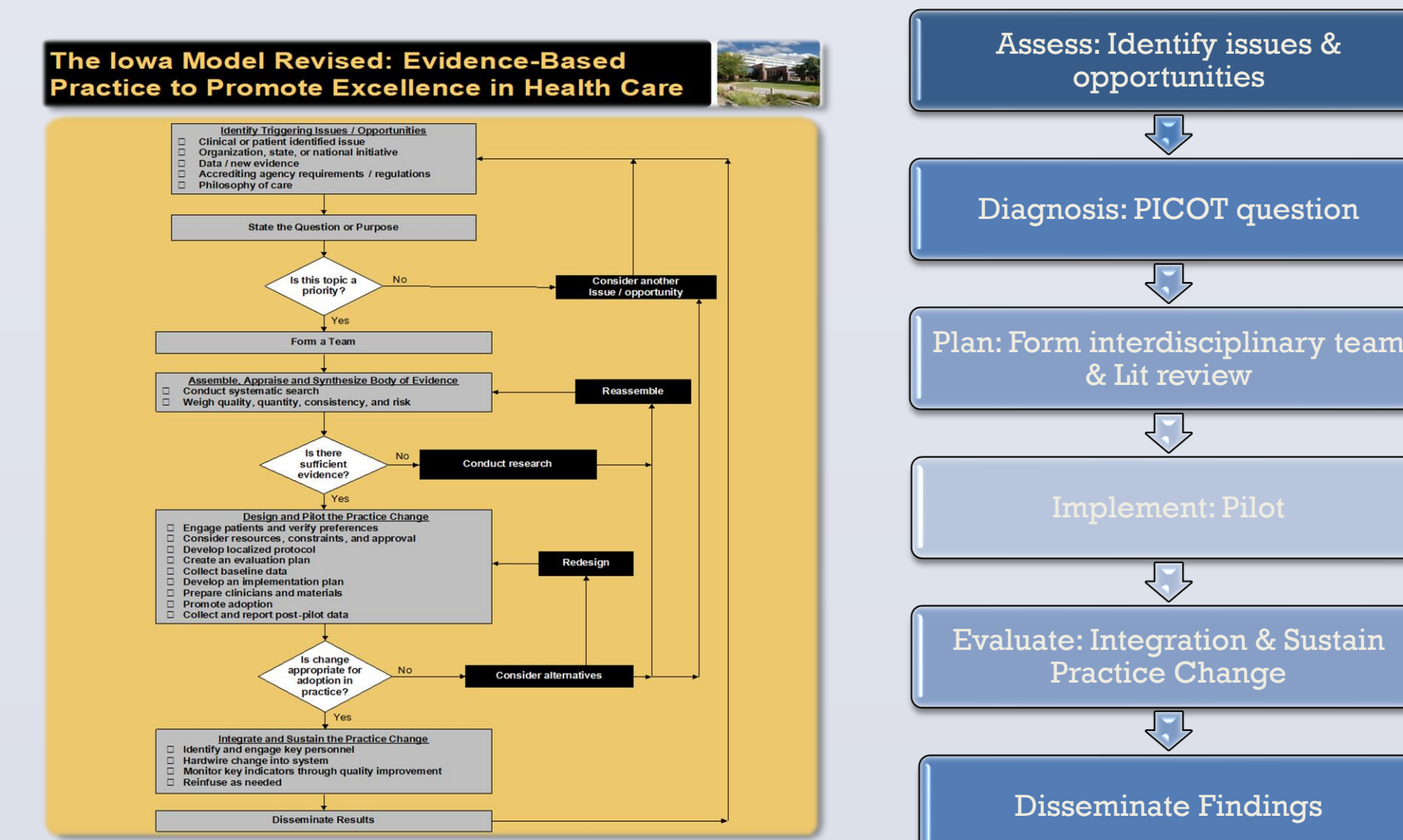
Clinical Question

In an organization with no current Peer Support Program for Second Victims in the perioperative setting, will the development of a Peer Support Program for MSK, gain executive acceptance for future implementation?

Literature Review

Author	Topic	Themes
No. 1 Wu, A.W., 2000.	Medical error: the second victim. The doctor who makes the mistake needs help too. British Medical Journal 320(7237), 726-727.	Fundamental Article: "Second Victim"
No. 2 Seys, D., Scott, S., Wu, A., Van Gerven, E., Vleugels, A., Euwema, M., Panella, M., Conway, J., Sermeus, W., & Vanhaecht, K. (2013).	Supporting involved health care professionals (second victims) following an adverse health event: A literature review. International Journal of Nursing Studies, 50(5), 678-687. https://doi.org/10.1016/j.ijnurstu.2012.07.006	Theme 1: Understanding the Needs of a Second Victim
No. 3 Busch, I. M., Moretti, F., Purgato, M., Barbuti, C., Wu, A. W., & Rimondini, M. (2020b).	Psychological and Psychosomatic Symptoms of Second Victims of Adverse Events: A Systematic Review and Meta-Analysis. Journal of Patient Safety, 16(2), e61-e74. https://doi.org/10.1097/PTS.0000000000000889	Theme 2: Recognizing the Symptoms of a Second Victim
No. 4 Busch, I. M., Moretti, F., Purgato, M., Barbuti, C., Wu, A. W., & Rimondini, M. (2020a).	Dealing With Adverse Events: A Meta-analysis on Second Victims' Coping Strategies. Journal of Patient Safety, 16(2), e51-e60. https://doi.org/10.1097/PTS.0000000000000861	Theme 3: Comprehending the Coping Strategies of a Second Victim
No. 5 Busch, I. M., Moretti, F., Campagna, I., Benoni, R., Tardivo, S., Wu, A. W., & Rimondini, M. (2021).	Promoting the Psychological Well-Being of Healthcare Providers Facing the Burden of Adverse Events: A Systematic Review of Second Victim Support Resources. International Journal of Environmental Research and Public Health, 18(10), 5080. https://doi.org/10.3390/ijerph18105080	Theme 4: Promoting Support for Second Victims
No. 6 Moran, D., Wu, A. W., Connors, C., Chappidi, M. R., Sreedhara, S. K., Selter, J. H., & Padula, W. V. (2017).	Cost-Benefit Analysis of a Support Program for Nursing Staff. Journal of Patient Safety, 16(4), e250-e254. https://doi.org/10.1097/PTS.0000000000000376	Theme 5: Cost Benefit of Support Programs for Second Victims

Theoretical Model



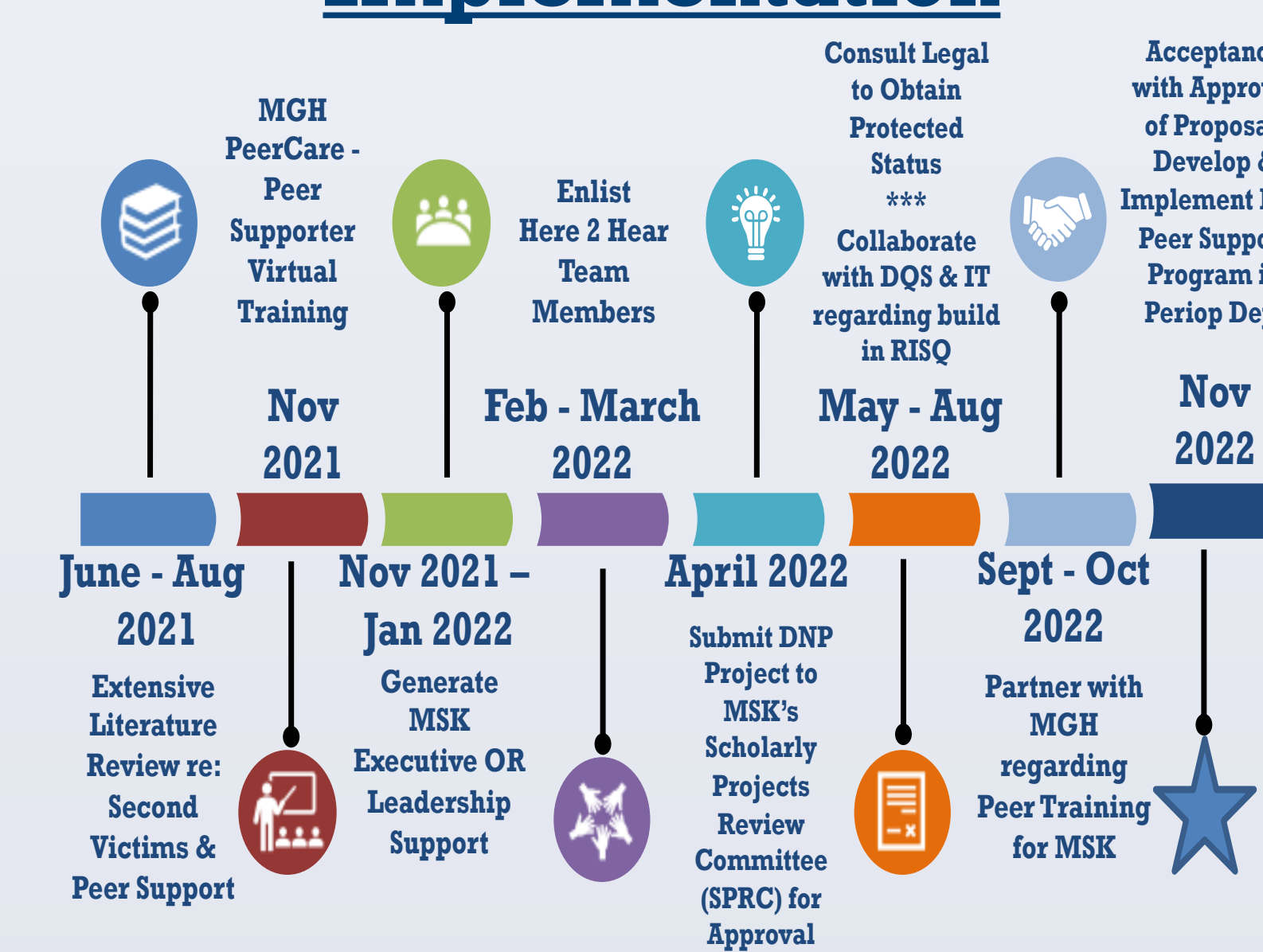
- Identified need and opportunity to provide peer support for second victims in the periop setting.
- PICOT question: In an organization with no current Peer Support Program for Second Victims in the perioperative setting, will the development of a Peer Support Program for MSK, gain executive acceptance for future implementation?
- Team formation included representation from General Counsel, Quality & Safety, and Nursing Informatics.
- Literature review provided evidence-based guiding principles used to develop the quality improvement plan used to create the program.
- Subsequent steps include post-doctoral pilot of a Second Victim Peer Response Program in the periop setting.

Purpose

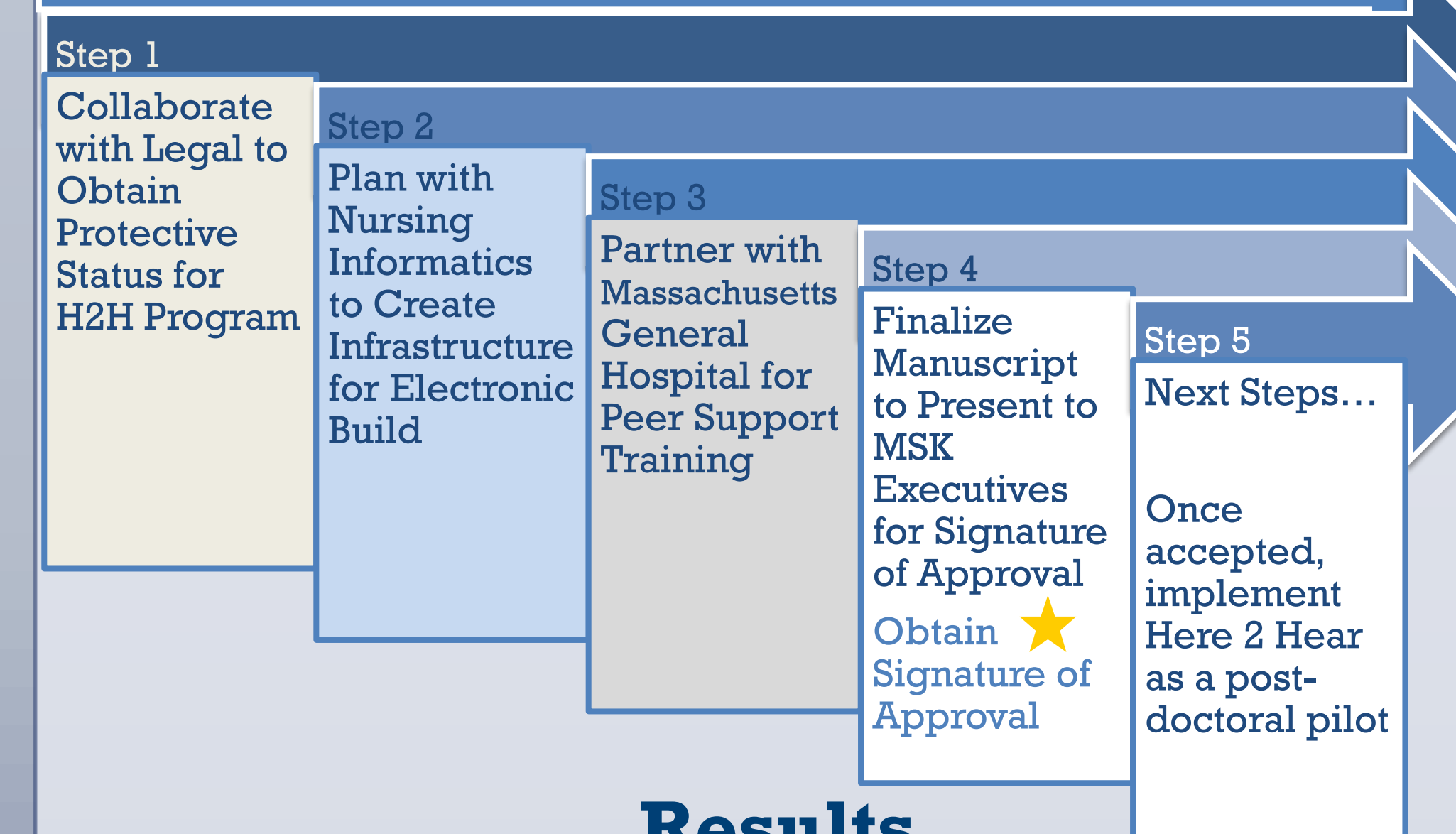
Obtain acceptance to develop a Peer Response Program to be implemented at MSK with the following objectives:

- Develop an evidence-based program, ensuring program is applied equitably toward all staff
- Create policies and procedures, including identifying training for direct first responders
- Obtain MSK Executive leadership support and acceptance of program

Implementation



Steps to Obtain Executive Signature and Approval



Results

Development of **Here2Hear** MSK's Peer Support Program to be Implemented in the Perioperative Setting:



- Here2Hear will provide "emotional first aid" to second victims with empathetic and nonjudgmental listening, coping skills, & support resources
- Peer support provided by multidisciplinary colleagues nominated by their peers and/or leadership
- Here2Hear will be strictly confidential & designed with peer review protection

Evaluation

Letter of Acceptance with Signature of Approval from Executive Leadership to Implement H2H Peer Support Program in Periop Dept at MSK

Operating Room Executive Committee

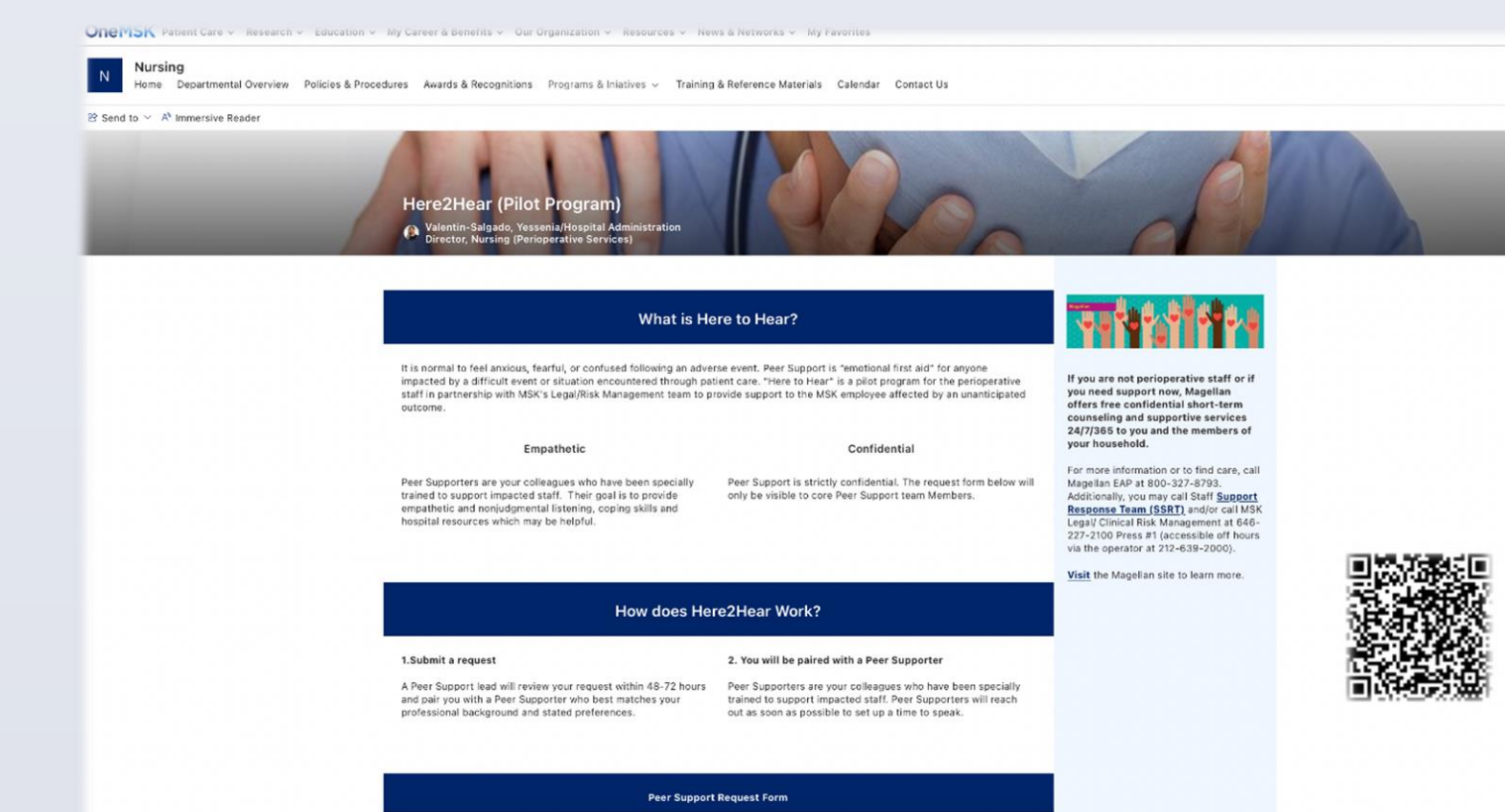
Chief Nurse Executive, Senior Vice President

Discussion

Executive acceptance to develop a Second Victim Peer Support Program to be implemented in the perioperative setting can be an effective way to support employees identified as a second victim of an unexpected adverse event.

Here2Hear will provide:

- Immediate "emotional" first aide,
- Improve coping skills and
- Provide necessary and timely resources for the second victim.



Conclusion and Future Considerations

- Multidisciplinary engagement and support is an integral part in the program's success and necessary from the very beginning especially within such a collaborative environment like that of perioperative services.
- Future considerations include expansion to other areas while focusing on the second victim program being embedded in the organization's culture.

Significance to Nursing Practice

As demonstrated by evidence, immediate support is necessary for a second victim as the experience can have harmful effects on both our colleague & patient safety. Although many resources may be available, a clear pathway in providing help to second victims needing to cope with their emotions, is essential.

Contact Information

Dr. Yessenia V. Salgado
Memorial Sloan Kettering Cancer Center
1275 York Avenue
New York, NY 10065
valentiy@mskcc.org

Acknowledgement

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