

P2P@NWH

Peer-to-peer support at
Newton-Wellesley Hospital



The Need for Support

Medical error and unexpected outcomes occur every year—impacting not only tens of thousands of Massachusetts patients and their families but also, crucially, the health care professionals involved in these events (the ‘second victims’).

Being involved in an adverse medical event can be a devastating experience for those who come to work every day to provide the very best care for their patients. When things go wrong, clinicians and staff are not always well prepared to deal with the aftermath of these events. They can be left feeling traumatized, isolated and even as if they have failed the patient, second-guessing their clinical skills and knowledge base.

The Consequences of Experiencing Adverse Events

Common reactions to adverse or stressful events include:

- Sleep and/or eating disturbance
- Difficulty concentrating
- Headache
- Fatigue
- Diarrhea
- Nausea or vomiting
- Rapid heart rate and/or breathing
- Muscle tension

Psychological symptoms associated with adverse events:

- Isolation
- Frustration
- Fear
- Grief and remorse
- Feeling uncomfortable returning to work
- Anger and irritability
- Depression and/or extreme sadness
- Self-doubt
- Flashbacks
- Poor attention span after a stressful clinical event

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Newton-Wellesley Hospital is proud to partner with the Betsy Lehman Center to provide crisis support and resources to physicians, clinicians and staff affected by adverse medical events—through a formalized peer-to-peer Support Program (P2P), which will be piloted in the NWH Emergency Department from November 2019-November 2020.

P2P is driven by NWH team members who have been nominated by their peers and trained in crisis support and stress management. Peer Supporters are available to colleagues who may need help and support when experiencing a stressful event or outcome at work.

Peer Supporters will:

- Provide ‘emotional first aid’ to our colleagues who have been involved in unanticipated or stressful events.
- Provide one-on-one support and explore the colleague’s normal reactions and feelings that often occur after a stressful or traumatic event.
- Provide the second victim with a ‘safe zone’ to express thoughts and reactions to enhance coping.
- Provide the colleague assurance that they are experiencing a normal reaction.
- Ensure that information shared is strictly confidential.

Resources Available to You

The resources below are available to you whenever you need help and support.

- **Peer Supporters.** For a list of available peer supporters, please:
 - Visit the ED or Nurse Council SharePoint sites;
 - Check the ED Charge RN Resource Book or ED Staff Lounge; or
 - Call/text Melissa Appleton at 781-696-0295.
- **For concerns about personal well-being** (e.g., stress, grief, addictions), **family and life** (e.g., childcare, eldercare, parenting), **or the workplace** (e.g., staff support during difficult times, manager consultations, workplace issues), contact the Employee Assistance Program (EAP) at 866-724-4327 or visit eap.partners.org
- **For concerns about Domestic Violence and/or Sexual Assault (DV/SA)**, call 617-243-6521 or page 52272 during business hours (M-F, 9-5 a.m.). The program manager is also available to consult after hours and on weekends (845-641-8912). DV/SA support is available for all—patients, colleagues, family and friends.
- **For concerns regarding spiritual or religious well-being or questions regarding faith and belief systems**, contact the Department of Spiritual Care at 617-243-6634, page the Chaplain On Call at 56634 or visit the Department of Spiritual Care on 2 West.
- In acutely distressing or traumatic situations—such as the traumatic death of a patient; an emotionally difficult or assaultive patient/family; a medical error or adverse outcome; or the sudden or traumatic loss of a colleague—**colleagues may wish to seek the**

collective support of Partners EAP, the NWH DV/SA Program and the Department of Spiritual Care. This collaborative response team can be reached by calling or texting 617-417-1304, M-F, 6 a.m.-10 p.m.

*Please note that the collaborative response team provides **emotional, mental and spiritual support** in*



*the aftermath of traumatic events such as those listed above. **Do not** contact this team instead of existing resources such as your work unit manager/supervisor, Public Safety, Risk Management, Ethics and Complex Care consults, Pain and Palliative Care consults, Psychiatry, Substance Use Services, the Integrated Care Management Program, Human Resources and/or the Administrator on Call.*

P2P@NWH is sponsored by the Office of Experience.

**For additional information, please contact
Melissa Appleton (mappleton@partners.org; 617-243-6576).**



NEWTON-WELLESLEY
HOSPITAL



FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL
AND MASSACHUSETTS GENERAL HOSPITAL