Scott Three-Tier Model of Support

Established Referral Network with

- Employee Assistance Program
- Chaplain
- Social Work
- Clinical Psychologist
- Holistic Nursing Support Ensure availability and expedite access to

prompt professional support/guidance.

Tier 3

Expedited Referral Network

Tier 2

Trained Peer Supporters

Patient Safety & Risk Management Resources

Trained peer supporters and support individuals (such as patient safety officers or risk managers) who provide one on one crisis intervention, peer supporter mentoring, team debriefings & support through investigation and potential litigation.

Tier 1

"Local" (Unit/Department) Support

Department/Unit support from manager, chair, supervisor, fellow team member who provide one-onone reassurance