

Second Victim Recovery Stages

Stage	Impact Realization (Individual may experience one or more of these stages simultaneously)			Enduring the Inquisition	Obtaining Emotional First Aid	Moving On (Individual migrates toward one of three paths)		
	Chaos & Accident Response	Intrusive Reflections	Restoring Personal Integrity			Dropping Out	Surviving	Thriving
Stage Descriptors	Point of impact =Event recognized/ error realized Stabilize offering immediate supportive care for patient May or may not be able to continue providing care for this patient Clinician commonly distracted	Evaluate clinical events that have transpired Self isolation to reflect on the case and care delivered Haunted re-enactments of event Feelings of self- doubt and professional inadequacies Shock and denial	Fears rejection among work/social structure Fear of the unknown (next steps) is prevalent Struggling to get back to 'baseline' level of professional skill confidence	Realization of event severity Reiterate scenario Respond to numerous clinical questions surrounding the event Interact with event responders (many strangers)	Identify who is safe to confide in Attempting personal/ professional support May 'hint and hope' for support from various sources	Feelings of inadequacy and failure Leave current role by transferring to different facility or unit Consider quitting profession altogether	Coping with what has transpired Persistent sadness prevails Trying to learn from event Assist in defense of legal action	Does not base practice/work on one event. Minimal adverse effect from event Advocates for patient safety initiatives Tries to make a difference for the next patient or clinician
Second Victim's Personal Goals	Recognize event occurred	Conceptualize and understand what has transpired	Restore personal/ professional credibility among peers and supervisors	Provide effective accounts of the event	Identify a safe zone to communicate feelings regarding the event	Determine future professional role	Identify ways to cope from impact of the event	Identify ways to process the event and make a positive impact on future events
Institutional Supportive Objectives	Identify potential second victims Assess staff(s) ability to continue shift Determine if second victim support needed	Identify key individuals involved in the event Formalize a second victim response plan Observe staff for lingering physical or psychological symptoms	Provide oversight of event and manage overall response including gossip control Evaluate if a team debrief would be beneficial	Start to collect all details of what happened from key event participants Develop understanding of what happened and begin formulating the 'why' did it happen and could it be prevented Document event and investigation according to institution policies	Ensure that optimal emotional support is offered Assure risk management and patient safety resources are available as needed	Provide ongoing support of the second victim and maintain dialogue If needed, assist the second victim in search for alternative employment options	Provide ongoing support of the second victim and maintain dialogue	Provide ongoing support of the second victim Support second victim in how to make a difference for future events including mentoring others in similar situations
Risk Management Interventions	Gather information and start pre-claim file	Talk to staff involved and allow venting of concerns	Contact with the staff discussing event and status of investigation Encouraging staff not to allow event to change good practice techniques Provide information to legal counsel and insurance	Discuss case details with staff to preserve information for risk management/legal use Assistance with disclosure, apology, offer of compensation to patient/family, work with billing issues as needed Assurance to staff of support during all phases of investigation and activity	Answer questions about investigations or litigation process what to expect and assistance available Discuss personal and family counseling options inside or outside the organization	Provide medical malpractice information as needed by staff for licensure, credentialing and other applications	Supporting and working with staff on the defense of the legal action Working with internal and/or external attorneys	Identify staff who have survived an event to mentor a peer who might be going through a similar experience