**Communication from CEO**

Dear Colleagues,

I want to make everyone aware of an incredibly important service available to all of us: the [**Virtual Peer Support Network**](https://betsylehmancenterma.gov/initiatives/clinician-support/virtual-peer-support-network)**.** [Our organization] has partnered with the Betsy Lehman Center for Patient Safety to revitalize our peer support system. With their expertise, our community can now access peer-to-peer support more seamlessly than ever before.

**Why is a robust peer support network important for healthcare systems like ours?** Data from the Betsy Lehman Center shows that 46% of clinicians and staff experienced a difficult event in the previous year, as did nearly 30% of associate practice providers and other clinical staff, along with 53% of security, 24% of administrative and 46% of other non-clinical staff. These are staggering numbers. While we are working hard to reduce harm to zero, we understand that difficult events will continue to occur and we want our team to have as much support as possible. Peer support is for all [organization name] employees!

The emotional toll of difficult events can include sadness, frustration, anxiety, and loss of sleep, and this can continue for some time. It can help to talk to someone who’s been there and understands. Peer supporters are trained to help you process and cope with the difficult feelings that accompany working in healthcare. They provide understanding, encouragement, support, and resources as only a colleague could.

When you call or fill out the form for peer support, you are matched with someone from the Virtual Peer Support Network who is in a similar role to you. The Betsy Lehman Center matches peer supporters within 48 hours.

**Want to talk with a peer supporter?** Fill out [**this form**](https://peersupport.rldatix.cloud/betsylehmancenter/peersupport/public/landing) or call 617-701-8101.

**Want to become a peer supporter with the Betsy Lehman Center?** Individuals who want to help others in healthcare can be trained as peer supporters. Start by filling out this [**Interest Form**](https://survey.alchemer.com/s3/6930734/Statewide-Peer-Support-Interest-Form)**.**

Sincerely,

[Name]

**Communication from Human Resources**

Dear Colleagues,

I wanted to follow up on an email last month from [CEO] about the **Virtual Peer Support Network.** As your Human Resources Chief, I wanted to be sure you were aware of this vital resource and could access this service when you need it. [Organization name] has partnered with the Betsy Lehman Center for Patient Safety to revitalize our peer support system. With their expertise, our community can now access peer-to-peer support more seamlessly than ever before.

**Why is a robust peer support network important for healthcare systems?** Data from the Betsy Lehman Center showed that 46% of clinicians and staff experienced a difficult event in the previous year, as did nearly 30% of associate practice providers and other clinical staff, along with 53% of security, 24% of administrative and 46% of other non-clinical staff. These are staggering numbers. While we are working hard to reduce harm to, we understand that difficult events will continue to occur, and we want our team to have as much support as possible. Peer support is for all [organization name] employees!

The emotional toll of difficult events can include sadness, frustration, anxiety, and loss of sleep, and this can continue for some time. Talking to a peer supporter can help. Peer supporters are trained to help you process and cope with the difficult feelings that accompany working in healthcare. They provide understanding, encouragement, support, and resources as only a colleague could.

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Sincerely,

[Name]