



Peer Supporter Program - Update



Agenda

- ❖ Recap of Peer Support interactions
- ❖ Feedback on how the program is working
- ❖ Introduction of committee members who are also Peer Supporters
- ❖ How we support you!
- ❖ Updates on the program
- ❖ Importance of keying interactions
- ❖ Topics where additional training is needed
- ❖ Thanks to our committee members

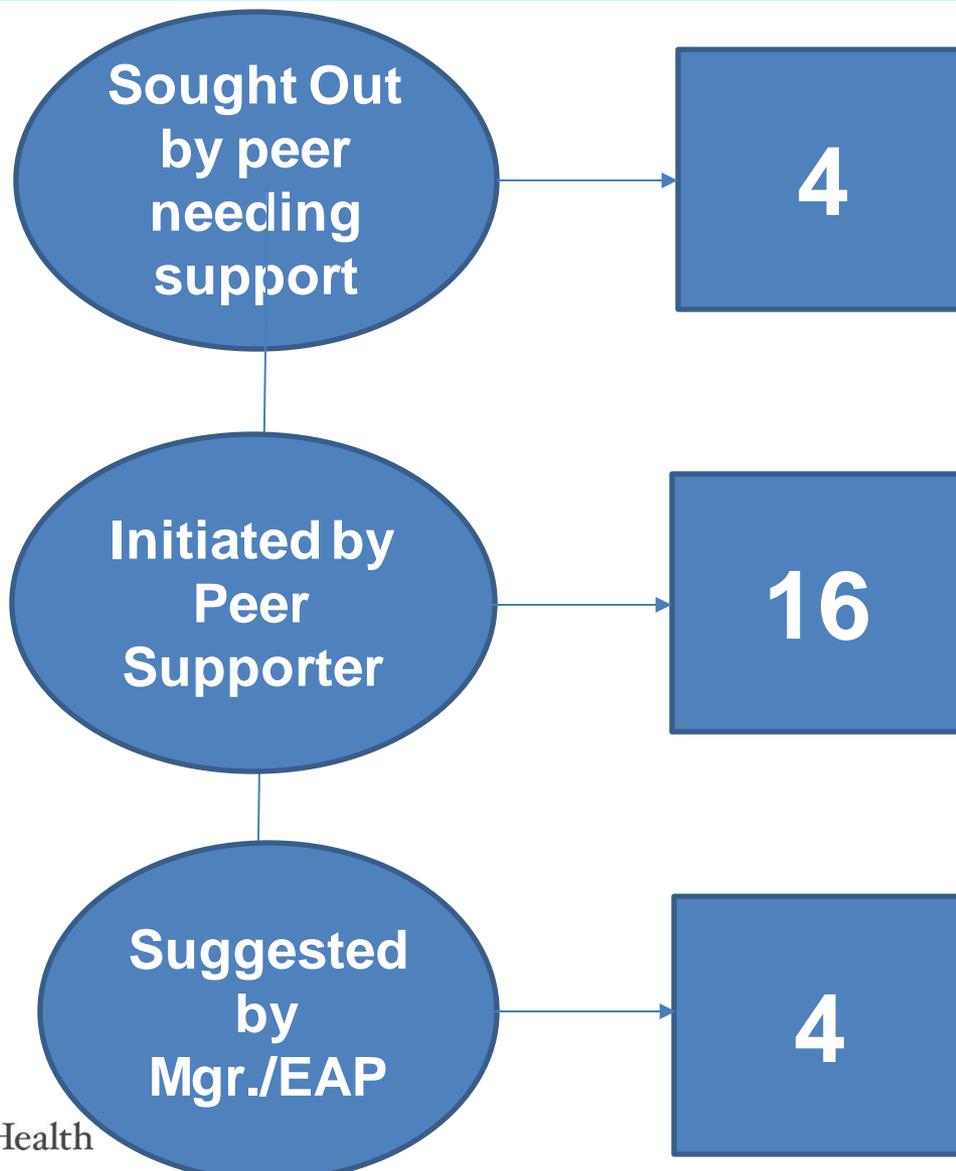


Training & Launch

- + Thank you for attending our intensive training was provided by BLC on November 6, 2019
- + Just a reminder that our official launch was 11/25/19
- + We have had 24 interactions where Peer Supporters have provided assistance to those in need

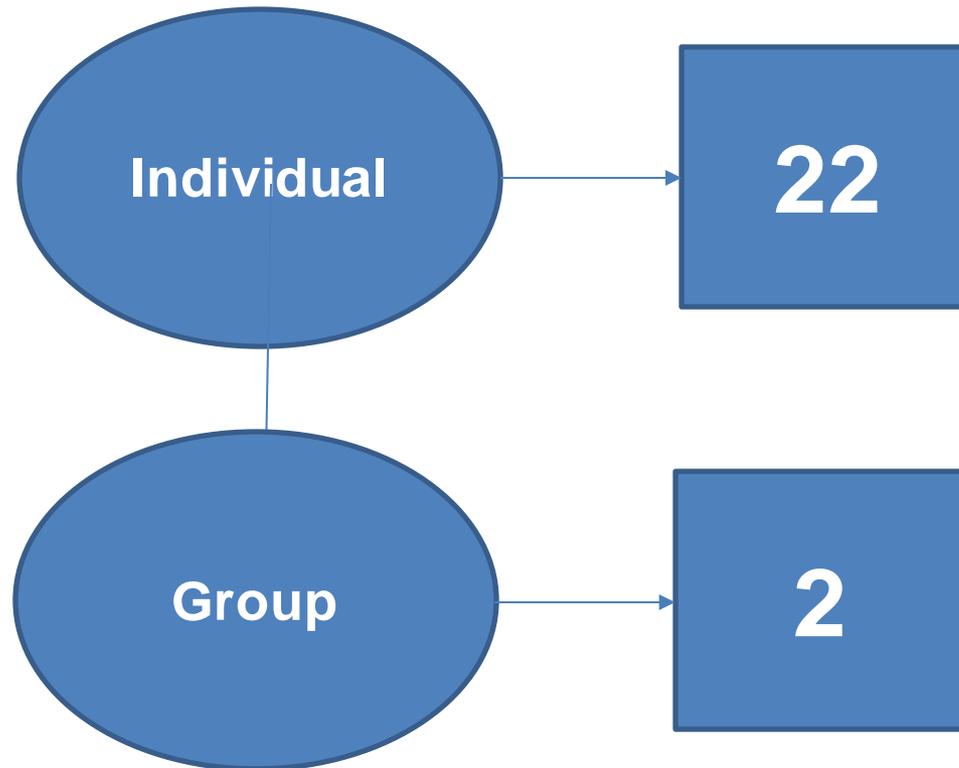


Was the interaction...



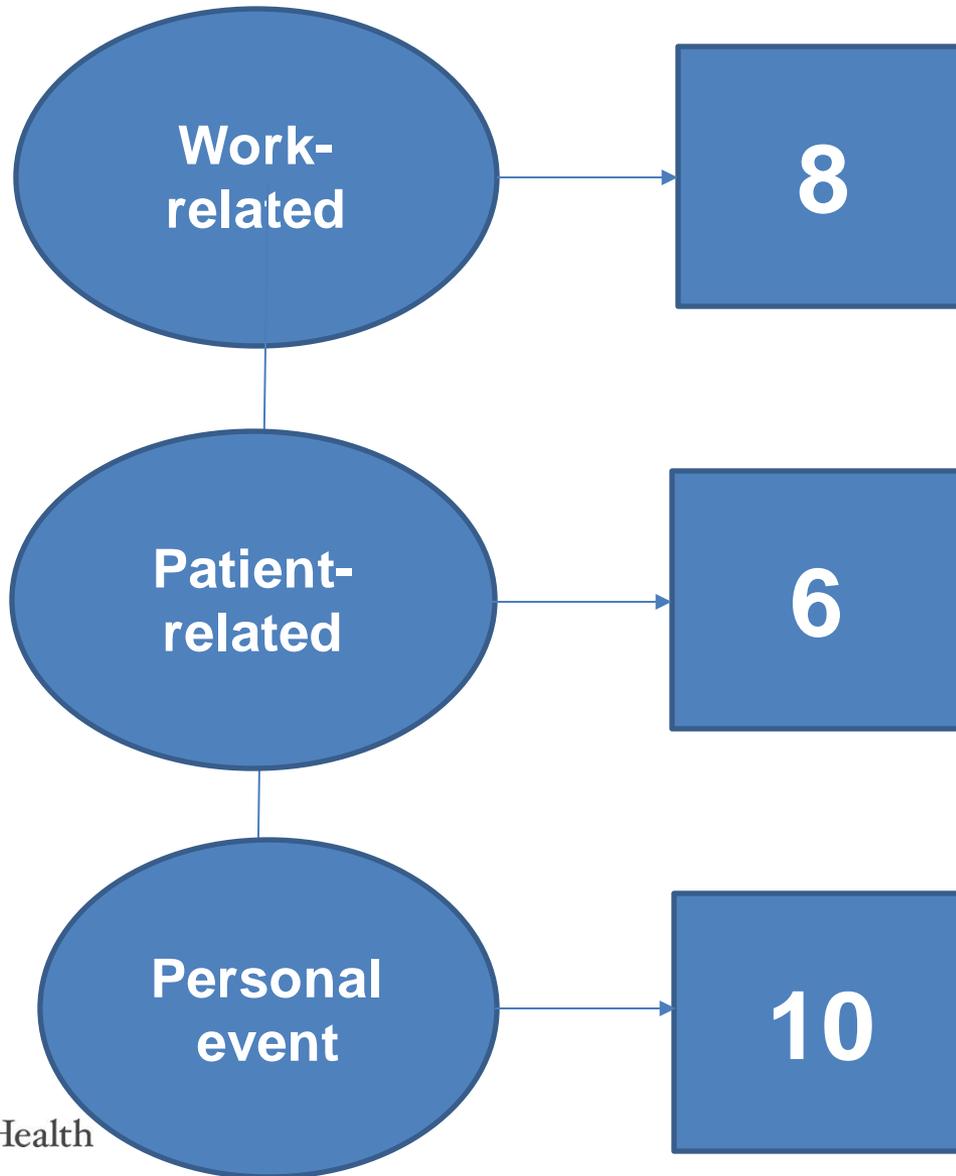


Number of People



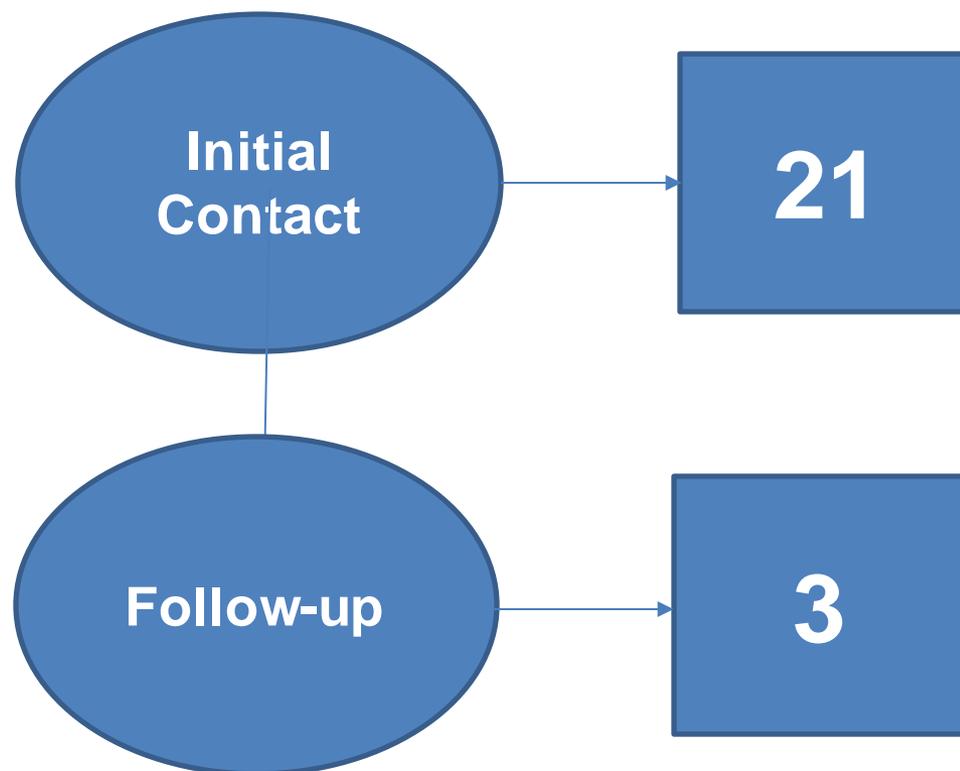
**All interactions were within the ED
& across all roles**

Type of Event





Type of Contact



Your Feedback

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Committee Members also serving as Peer Supporters

- + Marybeth Ferrarini
- + Linda Hevenor
- + Aubrey Latessa
- + Dr. Robert McGowen
- + Pam Opheim-Newhall
- + Kim Pina
- + Michele Rodriguez-Belong
- + Dr. Brian Sard
- + Seanna Zimmerman

This provides another layer of support for you & your team

Employee Assistance Program



E

A

P

Ron Pelletier

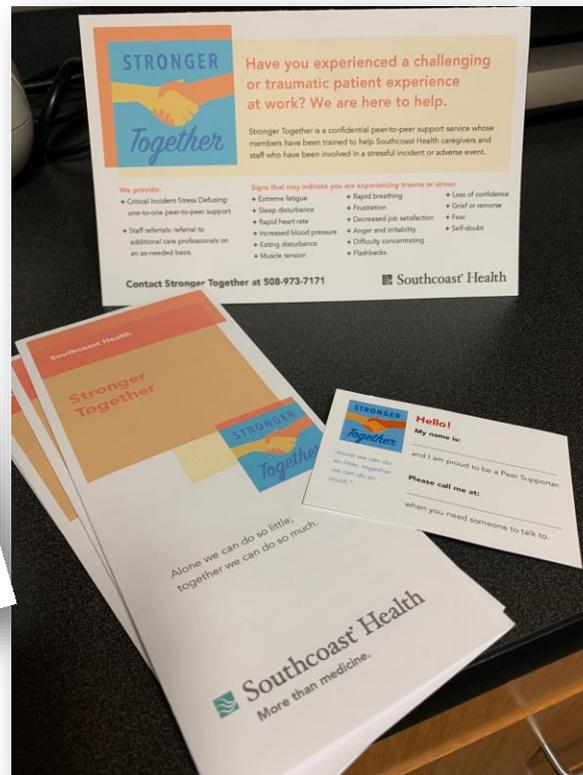
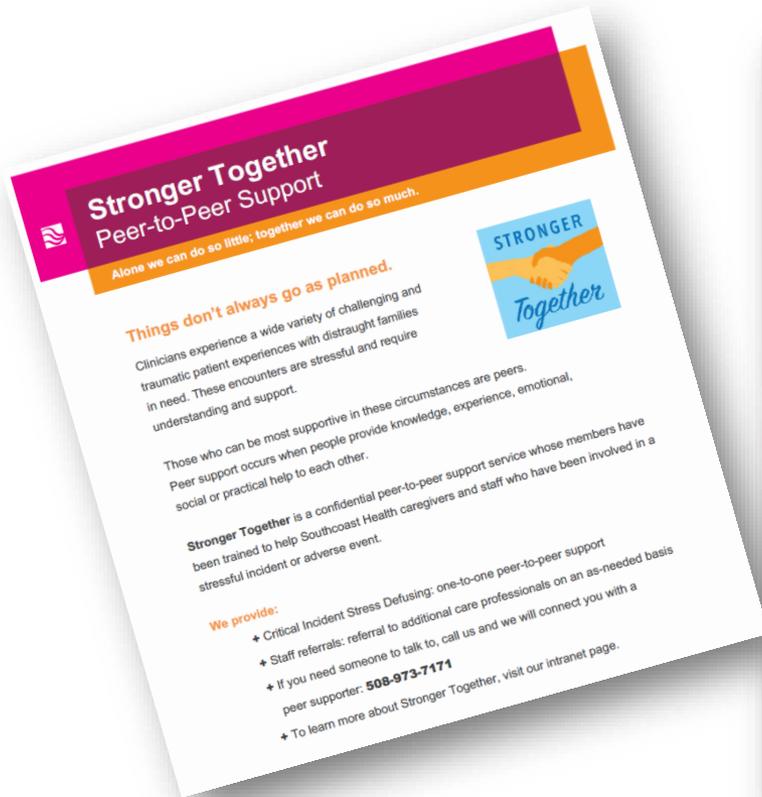
Kathy Riley-
Keough

Barbara Burke

Marketing Materials



- Intranet
- Badge Clips
- “Calling Cards”
- Brochures
- Table Tents
- Print & Posts



Intranet Page



Select a Department/Unit

Peer to Peer Support

Last Modified: 11/04/2019

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Things don't always go as planned.

Clinicians experience a wide variety of challenging and traumatic patient experiences with distraught families in need. These encounters are stressful and require understanding and support. Those who can be most supportive in these circumstances are peers. Peer support occurs when people provide knowledge, experience, emotional, social or practical help to each other.

Stronger Together is a confidential peer-to-peer support service whose members have been trained to help Southcoast Health caregivers and staff who have been involved in a stressful incident or adverse event. If you need someone to talk to, call us and we will connect you with a peer supporter: 508-973-7171



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For Peer Supporters

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Together

Southcoast Health



Select a Department/Unit



For Peer Supporters

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- Peer Support Interactions
- Peer Support Program Advisory Committee
- Peer Support Process
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Importance of Keying Interactions

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Peer Support Resources



Select a Department/Unit

Peer Support Resources

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March 23rd



Next Pilot to Launch

- ❖ FCU & Pediatrics
- ❖ June training



Training Needed?

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Together



Peer Advisory Committee



- + Shawn Badgley
- + Dr. Sarah Bernier
- + Marybeth Ferrarini
- + Craig Forcina
- + Dr. Dani Hackner
- + Linda Hevenor
- + Aubrey Latessa
- + Dr. Robert McGowen
- + Pam Opheim-Newhall
- + Ron Pelletier
- + Kim Pina
- + Dr. Jonelle Raphael
- + Michele Rodriguez-Belong
- + Dr. Brian Sard
- + Dr. Anil Shukla
- + Stephanie Smith-Raby
- + Maria Tassoni
- + Kristin Wakefield
- + Beth Welborn
- + Seanna Zimmerman





Questions

