

# Sample agenda for peer support training



7:45 – 8:00 AM

## **REGISTRATION**

8:00 – 8:10 AM

## **WELCOME AND OVERVIEW**

This session will introduce attendees to the objectives of the program.

8:10 – 8:40 AM

## **INTRODUCTIONS AND GROUP EXERCISE**

8:40 – 8:55 AM

## **INTERNAL SUPPORT SERVICES**

The organizations internal support services will each have 5 minutes to introduce themselves and their services, i.e. social work, EAP (Employee Assistance Program), etc.

8:55 – 9:25 AM

## **BRIEF HISTORY OF CLINICIAN SUPPORT AND THE TERM “SECOND VICTIM”**

Faculty will describe the history of clinician support in health care. highlight publications that have made a difference in this field, and share the current definition of second victim. Small groups will share their professional experiences and describe the recovery trajectory.

Objectives:

- Explain the history of clinician support
- Describe characteristics of the second victim
- Describe the stages of recovery for the clinician suffering in the aftermath of an unanticipated clinical outcome

9:45 – 10:00 AM

## **BREAK**

10:00 – 11:45 AM

## **PEER SUPPORT BASICS: SKILL BUILDING**

Participants will learn about several different support models, including Sue Scott’s Three Tier Model of Support (University of Missouri), Center for Professionalism and Peer Support (Brigham & Women’s) and the Beth Israel Deaconess Medical Center model. Faculty will describe the impact of unexpected patient outcomes on clinicians and describe ideas for helping mitigate the suffering from an individual and team member perspective. Participants will roleplay peer support interactions.

Objectives:

- Identify strategies for initiating clinician support
- Describe ways to support a colleague in distress
- Practice listening skills

11:45 AM – 12:15 PM **LUNCH**

12:15 – 1:35 PM **PEER SUPPORT BASICS: SKILL BUILDING (*CONTINUED*)**

1:35 – 1:55 PM **SPECIAL CONSIDERATIONS AND OVERCOMING OBSTACLES**

We will discuss team implementation strategies, review the checklist to help guide your work, and consider various methods for addressing obstacles to team deployment.

Objectives:

- Common barriers that peer supporters come up against
- Describe common barriers encountered during the implementation phase of a clinician support network
- Identify successful ways to overcome barriers for a support team

1:55 – 2:00 PM **WRAP UP AND EVALUATION**