

THE RISE TEAM: PEER SUPPORT FOR CLINICIANS

OVERVIEW



The RISE (Resilience in Stressful Events) team provides Johns Hopkins Hospital employees who have experienced a stressful, patient-related incident with confidential peer-to-peer support. An adverse patient event, such as a medical error, escalation to a higher level of care or death, can have a profound impact on care providers, any of whom may become a “second victim” of the situation.

WHAT IS A SECOND VICTIM?

When a health care team member is traumatized by an adverse patient event or stressful situation, he or she is considered a “second victim.”

Second victims often:

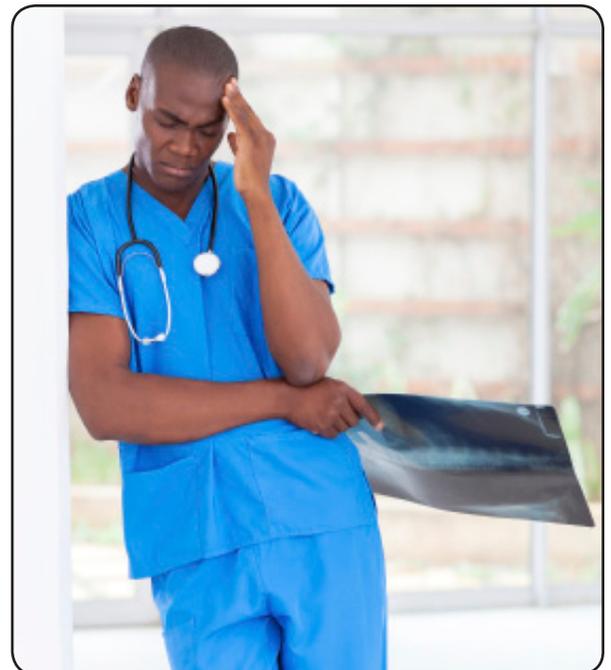
- Feel personally responsible for the patient’s outcome
- Feel as though they have failed the patient
- Second-guess their clinical skills and knowledge

HOW CAN RISE HELP?

All employees, supervisors and colleagues are encouraged to contact the RISE team after any traumatic patient event. It’s critical to get timely support after such events. Peer support gives employees a safe space to talk about troubling situations. Recipients report that such support reduced feelings of anxiety and blame and helped them recuperate more quickly. The RISE team can also help identify other available resources.

WHO MAKES UP THE RISE TEAM?

The RISE team is comprised of volunteers from a variety of disciplines. The team includes physicians, nurses, respiratory therapists, social workers and chaplains. Every RISE peer responder has been trained to provide peer support to those who encounter a stressful or traumatizing patient-related event.



REACTIONS TO A STRESSFUL EVENT

The following symptoms are common responses to a stressful situation. If you or a colleague is experiencing these symptoms, RISE can help.

PHYSICAL SYMPTOMS:

- Changes in sleep patterns
- Difficulty concentrating
- Changes in eating habits
- Headache
- Fatigue
- Diarrhea
- Nausea or vomiting
- Rapid heart rate
- Rapid breathing
- Muscle tension

PSYCHOLOGICAL SYMPTOMS:

- Isolation
- Frustration
- Fear
- Grief or remorse
- Discomfort returning to work
- Anger and irritability
- Depression
- Extreme sadness
- Self-doubt
- Flashbacks

COPING WITH STRESS

The RISE team can help you cope with stress. Some examples of healthy ways to handle stressful situations include.

- Get physical exercise, as well as relax, to help alleviate some physical reactions to stress
- Remind yourself that it is okay that you are experiencing expected reactions to a stressful event
- Keep to your routines
- Avoid alcohol and drug use
- Give yourself permission to react; don't try to hide your feelings
- Eat regularly. Minimize the use of sugar and caffeine
- Do something nice for yourself

