

forYOU Policy

 <p style="font-size: small;">University of Missouri HEALTH CARE <i>The care you deserve from the team you trust.</i></p>	Subject: forYOU Team Activation and Intervention	Number:
	Function: PLANNING AND BUSINESS DEVELOPMENT	
	Applies To: Corporate <input checked="" type="checkbox"/> CRH <input type="checkbox"/> MRC <input type="checkbox"/> UH <input type="checkbox"/> UP <input type="checkbox"/>	
		Revised:

OBJECTIVE:

The forYOU Team Goal is to help healthcare team members understand what is known about the second victim phenomenon and support them through the recovery from such an event.

DEFINITIONS:

Second victims are healthcare team members involved in an unanticipated patient event, in a medical error and/or a patient related injury who become victimized in the sense that the team member is traumatized by the event. Frequently, these persons feel personally responsible for the patient outcome and may feel as though they have failed the patient, second-guessing their clinical skills and knowledge base.

POLICY:

The forYOU Team is available to all University of Missouri Health System team members experiencing normal stress reactions to unanticipated patient events/outcomes. These staff members may be experiencing a second victim phenomenon.

The forYOU Team was created to:

- Increase institutional awareness of second victim phenomenon;
- Provide consistent and targeted system-wide support;
- Support individuals/team members following unanticipated events;
- Provide additional resources for leadership and management teams.

GENERAL INFORMATION:

1. Team Overview

The forYOU Team Support Team provides a form of ‘emotional first aid’ specifically designed to provide crisis support and critical incident stress management interventions for health care events that are emotionally challenging and stressful.

2. Team Sponsorship and Structure

- A. The forYOU Team is sponsored by the University of Missouri Healthcare System. Coordination of team activities is the responsibility of the Office of Clinical Effectiveness (OCE) – Risk Management and Patient Safety leaders.
- B. Team structure consists of the following:
 - Team Members – Peer Supporters
 - Team Mentors /Coaches
 - Facility Team Lead
 - Team Coordinator
 - Executive Sponsor/Team Champion

3. Team Interventions

- A. forYOU Team interventions are based on supporting second victims.
- B. **Peer to peer** support assignments will be matched to facilitate similar professional types working together when possible.
- C. **Confidentiality** of services is essential for all team members.
- D. forYOU Team services will be available as a staff benefit on an as needed basis **24 hours/day seven days/week** via text pager (573-397-0044).
- E. forYOU Team interventions are **voluntary** and will NOT be required, mandated or forced upon any staff /faculty member.
- F. forYOU Team provides the following **interventions**:
 - Critical Incident Stress Defusings - One on one peer support
 - Team De-Briefings – Team meetings to discuss event facilitated by trained facilitators.
 - Staff referral –Referral to additional care professionals are available on an as needed basis.
 - Internal event investigation process support/guidance.
- G. For **additional information** or concerns regarding the forYOU Team, contact the OCE – Risk Management/Patient Safety.

TEAM GUIDELINES:

1. Referrals can be initiated in a variety of ways:

- forYOU Team member initiation - Team members support colleagues exhibiting signs/symptoms suggestive of second victim/wounded healer phenomenon.
- Self referral - Individuals can initiate supportive interventions as they feel necessary.
- Management/Department referral - Supervisory personnel can activate forYOU Team on behalf of faculty/staff.
- Patient Safety/Risk Management referral - During routine investigations, staff members identified as potential second victims will be informed of forYOU Team services and referrals made as appropriate.

2. General Responsibilities for a forYOU Team Member:

- Serve as confidential resource for faculty/staff to discuss response to stressful clinical events.
- Serve as content experts on the second victim phenomenon.
- Confer with facility team lead or team coordinator to determine appropriate referral as needed.
- Fulfill responsibilities as ‘lifeguard’ during team de-briefings.
- Fulfill expectations of forYOU Team membership.

B. Immediate Interventions for Department/Supervisor:

- Identify clinical staff involved in potentially stressful events.
- Consider time away from clinical environment if indicated. Contact House Manager for staffing options.
- Reaffirm confidence in staff.
- Maintain open line of communications with staff member(s).
- Activate forYOU Team as indicated (573-397-0044).

C. Evaluation of Activation and Intervention

- Activities will be monitored and evaluated by facility team leaders.
- Interventional outcome data will be monitored and aggregated with regular reviews.

D. Protection of Second Victims

- forYOU Team interventions will be maintained in strict confidence.
- The focus of team interventions should be on the provider and not on the details of the case.
- forYOU Team members will not maintain any personal notes about the services offered or any information specific to the team event.

Key Content Expert: OCE, Patient Safety/Risk Management Personnel

Last Reviewed: 3/11/2010

