

Common reactions to a stressful event

Physical symptoms:

- sleep disturbance
- difficulty concentrating
- eating disturbance
- headache
- fatigue
- diarrhea
- nausea or vomiting
- rapid heart rate
- rapid breathing
- muscle tension

Psychological symptoms:

- isolation
- frustration
- fear
- grief and remorse
- uncomfortable returning to work
- anger and irritability
- depression
- extreme sadness
- self-doubt
- flashbacks

Ways to cope with stress:

- Physical exercise, along with relaxation, will help alleviate some physical reactions to stress.
- Remind yourself that it is OK that you are experiencing expected reactions to a stressful event.
- Keep your life as routine as possible.
- 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!

Help is only a call away!

The forYOU team is free, confidential and available 24-7 whenever you want or need it!
Page (573) 397-0044.

For additional assistance, you may also call University of Missouri Employee Assistance at (573) 882-6701.

 **Health Care**
University of Missouri Health System

Providing care and support to our staff



forY  U
team

We are here for you

The forYOU team provides 24-hour care to you, the staff and physicians at University of Missouri Health System. If you are experiencing a **normal reaction** to a **stressful event or outcome** (also called “second victim”), we can help.

Our goal is to help our health care team members understand what is known about this phenomenon and help employees quickly return to their satisfying professional practice. The program is open to any University of Missouri Health Care employee or University of Missouri Health Sciences faculty member working at a hospital or clinic.

What is a second victim?

A second victim is a health care team member who is involved in an unanticipated patient event, stressful situation or patient-related injury and who became hurt in the sense that he or she is traumatized by the event.

Second victims often:

- feel personally responsible for the patient outcome.
- feel as though they have failed the patient.
- second-guess their clinical skills and knowledge base.



The forYOU team

The forYOU team is comprised of volunteers from a variety of disciplines. The team includes physicians, nurses, respiratory therapists, social workers and chaplains. The forYOU team members have been trained in critical incident stress management and were selected because of their high level of competence in helping second victims.

The forYOU team has been created to help:

- increase institutional awareness of the second victim phenomenon.
- provide consistent and targeted system-wide guidance and support of the second victim.

- provide additional resources for the management team to effectively support second victims.

The forYOU team will:

- provide the second victim with a “safe zone” to express thoughts and reactions to enhance coping.
- ensure that information shared is strictly confidential.
- provide one-on-one peer support and explore the staff member’s normal reactions and feelings that often occur after a stressful or traumatic event.
- provide the employee assurance that he or she is experiencing a normal reaction.