

Peers Supporting Peers

General Information



1. Team Overview

The Peers Supporting Peers Team provides a form of “emotional first aid” specifically designed to provide crisis support and critical stress management interventions for events that are emotionally challenging and stressful.

2. Team Sponsorship and Structure

- A. The team is sponsored by the Milford Regional Medical Center. Coordination of team activities is the responsibility of the Team Champion.
- B. Team structure consists of the following:
 - Team Members – Peer Supporters
 - Team Champion

a. Team Interventions

- A. 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. Team services will be available as a staff benefit on an as needed basis 24 hours/day seven days/week via team hotline.
- E. Team interventions are voluntary and will **NOT** be required mandated or forced upon.
- F. Team provides the following interventions:
 - Critical Incident Stress Defusing – One on one peer support
 - Staff referral – Referral to additional care professionals are available on an as needed basis.
- G. For addition information or concerns regarding the team contact the Team Champion at ext. 2202.

3.) **Upon request the core team will be available for immediate debriefing for all peer supporters.**

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Team Guidelines



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

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

A. General Responsibilities for team member:

- Serve as confidential resource for those involved to discuss response to stressful clinical events.
- Confer with: Team Leader to determine appropriate referral as needed.
- Fulfill responsibilities during team de-briefings.
- Fulfill expectations of 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 Nursing Supervisor or appropriate manager for staffing options.
- Reaffirm confidence in staff.
- Maintain open line of communication with individuals involved.
- Activate team members as indicated.

C. Evaluation of Activation and Intervention

- Activities will be monitored and evaluated by the Team Champion.
- Reporting aggregated data to designated committees within the Medical Center on a quarterly basis.

D. Protection of Second Victims

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

Peers Supporting Peers Team Activation



When an unanticipated clinical event occurs and second victims are identified, a team request for interventional support should be made as soon as possible.

Nursing Supervisor will receive page for Peer Support request:

- Nursing Supervisor will contact Team Champion or On-Call Peer Supporter
- Team Champion or On-Call Peer Supporter determines the nature of the incident.
- Determine the magnitude or scope of the event.
- Assess the need for and plan an intervention.
- Peer will be contacted and offered options available for supporters.
- Identify appropriate team peer to serve as supporter and contact them with basic case information including contact information for the second victim.
- Peer supporter will be contacted and requested to contact the second victim.