SECOND VICTIM
TRAIN-THE-TRAINER
WORKSHOP

Date: Monday, March 19, 2018
Time: 7:30 a.m. to 4 p.m.
Location: Mid-America Transplant
1110 Highlands Plaza Dr E #100
St. Louis, MO 63110-1350
Cost: $399 per person ($349 for each additional person from the same organization)
Registration
https://secondvictimsworkshop.eventbrite.com

“Healthcare team members involved in an unanticipated patient event, a medical error and/or a patient related injury can become victimized in the sense that they are traumatized by the event. Frequently, these individuals feel personally responsible for the patient outcome. Many feel as though they have failed the patient, second guessing their clinical skills and knowledge base.”

WHO CAN BENEFIT:
When patients suffer an unexpected clinical event, health care clinicians involved in the care may also be impacted and are at risk of suffering as a “second victim”. Understanding this experience and recognizing the need for supportive interventions is critically important. This workshop will provide insights into the experience as well as interventions of support. This workshop will provide instruction for each participant to return to their organization with the knowledge, skills, and techniques necessary to support and train their peers.

PRESENTED BY
The Center for Patient Safety and the University of Missouri Health care forYOU TEAM
Most health care providers adjust well to the multitude of demands encountered during an unexpected or traumatic clinical event. Providers often have strong emotional defenses that carry them through and let them “get the job done.” Yet sometimes the emotional aftershock (or stress reaction) can be difficult. Signs and symptoms of this emotional aftershock may last a few days, a few weeks, a few months, or longer.

### WHO IS A SECOND VICTIM?

Second victims are “healthcare providers who are involved in an unanticipated adverse patient event, medical error and/or a patient related injury and become victimized in the sense that the provider is traumatized by the event.”

**Frequently, second victims...**
- Feel personally responsible for the unexpected patient outcomes
- Feel as though they have failed the patient
- Second-guess their clinical skills
- Second-guess their knowledge base

#### Second Victim Fast Facts
- Each second victim (even those involved in the same event) will have unique experiences and needs
- Regardless of job title, providers respond in predictable manners. The six stages of second victim recovery explain how the second victim is impacted by the clinical event
- There are some events that are high risk for inducing a second victim response
- First tendency of providers is self isolation
- Providers tend to ‘worry’ in a predictable pattern
- Sometimes the entire team is impacted by a clinical event

### WORKSHOP AGENDA:

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Content</th>
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<tbody>
<tr>
<td>7:30 a.m. to 8:30 a.m.</td>
<td>Registration and Continental Breakfast</td>
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<tr>
<td>8:30 a.m. to 8:50 a.m.</td>
<td>Welcome and Introductions - Course Overview</td>
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<tr>
<td>8:50 a.m. to 10:00 a.m.</td>
<td>Second Victim Overview</td>
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<tr>
<td>10:00 a.m. to 10:15 a.m.</td>
<td>BREAK</td>
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<td>10:15 a.m. to 11:30 a.m.</td>
<td>Skill Building</td>
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<td>11:30 a.m. to 12:00 p.m.</td>
<td>Lessons Learned - For YOU Team Overview/Outcomes</td>
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<tr>
<td>12:00 p.m. to 1:00 p.m.</td>
<td>LUNCH (Provided)</td>
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<tr>
<td>1:00 p.m. to 2:15 p.m.</td>
<td>Team Implementation Strategies and Special Considerations</td>
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<td>2:15 p.m. to 2:30 p.m.</td>
<td>Questions and Answers</td>
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<tr>
<td>2:30 to 4:00 p.m.</td>
<td>Integrating Second Victims into Your Safety Program</td>
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### PROGRAM OBJECTIVES:

1. Describe the ‘second victim’ phenomenon and high risk clinical events.
2. Describe the six stages of second victim recovery.
3. Utilize components of the Scott Three tier model of support to design a plan for your organization.
4. Develop a plan to deploy peer support team training.

To learn more about MU Health Care’s forYOU Team, visit [www.muhealth.org/about/quality-of-care/office-of-clinical-effectiveness/foryou-team/caring-for-caregivers/](http://www.muhealth.org/about/quality-of-care/office-of-clinical-effectiveness/foryou-team/caring-for-caregivers/)