Caring for Our Own
Train-the-Trainer Workshop

WHO WILL BENEFIT
Each healthcare organization has a responsibility to protect not only their patients but their clinicians as well. The potential professional toll on clinicians is substantial as providing pandemic care threatens the emotional well-being of the workforce. This multi-phase workshop provides healthcare organizations with the knowledge and tools necessary to establish Peer Support teams using Second Victim concepts to address the increasing needs of all clinicians.

PROGRAM OBJECTIVES
- Understand components of a Second Victim Clinician Peer Support program and how they can be applied to a broader healthcare workforce well-being initiative during a pandemic or challenging times
- Customize and define a plan to deploy and sustain a peer support network within your organization

Session Dates.
Session 1: Thurs, Sept 10th, 12-1:30 CDT
Session 2: Thurs, Sept 17th, 12-1:30 CDT
Session 3: Thurs, Sept 24th, 12-1:30 CDT

Post-Session Dates.
Post-Session 1: Thurs, Nov 12, 12-1:30 CDT
Post-Session 2: Thurs, Jan 14, 12-1:30 CDT

Cost.
$399 per registrant
$349 per add'l attendee, same organization
$329 for CPS Subscribers & CPS PSO Clients

Requirements.
Internet connection and viewing device.

Registration.
https://surveys.centerforpatientsafety.org/s3/Caring-For-Our-Own-Registration-Sept-2020

REGISTER

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Today’s healthcare workforce is facing a multitude of challenges. Most healthcare providers adjust well to the multitude of demands encountered during a traumatic clinical event or challenging times. 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.

SECOND VICTIM FAST FACTS
- Second victims are healthcare providers who are traumatized by a clinical event
- 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

Clinicians might react similarly during a pandemic or challenging times, in which the Second Victim concepts can be applied:
- 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 or during challenging times
- Peer support is the most desired form of support

SESSION 1 OBJECTIVES
1. Understand basic concepts of Second Victim Program – “Setting the Stage”
2. Identify the Recovery Stages after a traumatic event or during challenging times
3. Understand the outcomes: Dropping Out, Surviving, Thriving
4. Begin conversations on next steps to implement a peer support network at your organization

SESSION 2 OBJECTIVES
1. Understand the three-tiered support model and how it might apply
2. Review the types of stress and how they impact employees
3. Increase personal ability to have a critical conversation
4. Understand key components of a supportive conversation

SESSION 3 OBJECTIVES
1. Review the four steps to provide peer support for a colleague
2. Describe the 6 steps to develop a peer support program
3. Describe implementation ideas for your organization

FOLLOW-UP SESSION GOALS
1. Discuss implementation successes and challenges
2. Share strategies and network with fellow trainers
3. Share tools developed to assist with a peer-to-peer team deployment