Support of the Second Victim

Alberta Health Services recognizes that distress and grief are natural by-products of being involved in traumatic events impacting the workplace. The initial grief experienced by healthcare providers may resolve in time or, on occasion, progress and result in ongoing associated psychological harm, second guessing/self doubt in clinical skills and knowledge or even exit from the profession. An organization committed to building a psychologically safe workplace and following the **Principles of a Just Culture**, holds an obligation to maintain appropriate resources to provide support to all staff and medical staff to enable return to balanced health and wellness following traumatic experiences in the workplace.

Principles

<u>Culture</u>

- AHS will develop a psychologically safe [b1]workplace that promotes psychological well-being and actively works to prevent harm to mental health. We will enable a culture where:
  - healthcare providers feel supported, comfortable and able to reach out for support as needed following traumatic experiences.
  - the organizational norm is one where staff empathetically reach out to coworkers and colleagues who are in need of support.
  - there is increased awareness and understanding (trauma literacy) among staff and management surrounding the impact of traumatic experiences on health and well-being.
  - the organization supports and enables affected individuals return to the workplace as part of healing from psychological trauma in the workplace.

<u>Inclusiveness</u>

- Equitable access and availability for all AHS care providers including employees, medical staff, contracted service providers, volunteers and students in any AHS location.

Model

- Based on the foundation of a Peer Support Model
- Integrates existing supports where applicable/appropriate.
- Stepped care approach with identified triggers to move to the next step.
  - Peer to peer[b2]
  - Embedded expert peer support [b3]response teams
  - Professional Support and Counselling
- Incorporates
  - Screening of Peers for suitability
  - Training of Peers in skills, approach and knowledge
  - Ensures maintenance of skills and knowledge in Peer Supporters
  - Enables Peer recognition of signs identifying need for escalation to more intensive professional support
  - Available intensive professional support when indicated
  - Established processes addressing confidentiality needs

Access[b4]

- Telephone support number available 24/7 to access assistance and become aware of and connected to all available supports/resources.
- Internal and external website access to available supports/resources.

Communication

- Embedded Linkage into appropriate checklists, documents, and webpages for operational leaders.
- Insite page referencing all available recommendations, guidelines and resources
- Admin on call guide [b5](on line and Hard copy)
- Web page with icon on insite.
- Cross-linkages throughout insite.
- Tailored awareness campaigns to inform the key beneficiary groups (employees, medical staff, contracted providers, students, volunteers)

Educational Needs

- Ongoing educational campaign of operational leaders/managers addressing recognition of need for intervention and processes to provide support.
- Incorporation into existing components of quality and safety curriculum.
- Manager orientation program.

- Preceptor/Nurse clinician (charge nurse) orientation.
- New staff orientation.
- Just-in-time online training for managers and peers recognizing immediate need to provide peer to peer support.
    - Could include psychological first aid concepts[DG6].
- Formal training programs for Embedded peer support teams
- Leverage on other training and educational resources available.

Promotion and Prevention

- Stress Inoculation and management training to enable proactive interventions in high risk areas[DG7].

Questions proposed by some team members

- Is there the possibility of some form of recognition and acknowledgement of the "peer supporters" by HR or someone else as a form of enhanced professional practice?
- Is there and opportunity to list trained peer supporters who could be contacted by leaders or individuals in need of assistance?

Identified Gaps

- In the present system medical staff, volunteers and students may be eligible to be included in diffusing but would not normally be eligible for EFAP. Medical staff can access some support thought the PFPS program offered by the AMA.
- Michael Sidra will distribute a matrix to be populated by all team members to create an inventory of available resources and identify gaps. This will be based on the accepted principles.

Potential Names for Project[b8]

- Support of the Second Victim
- Empathetic Support of the Second Victim
- Associated Harm
- Taking Care of Our Own
- Caring for Staff
- Managing Psychological Trauma in the Workplace
- Supporting Staff Impacted by Traumatic Events in the Workplace