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# Peer Support for Caregivers in Distress:

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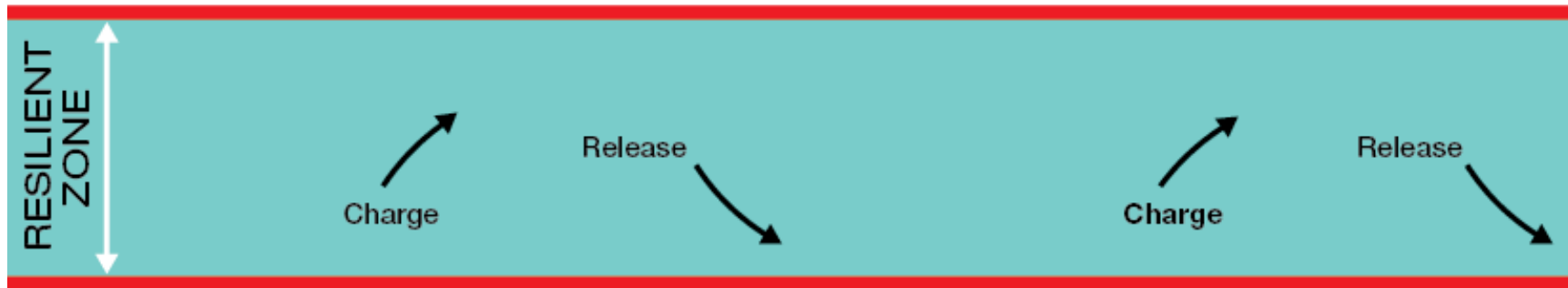
*RISE Peer Responder  
Basic Training*



# In the Resilient Zone

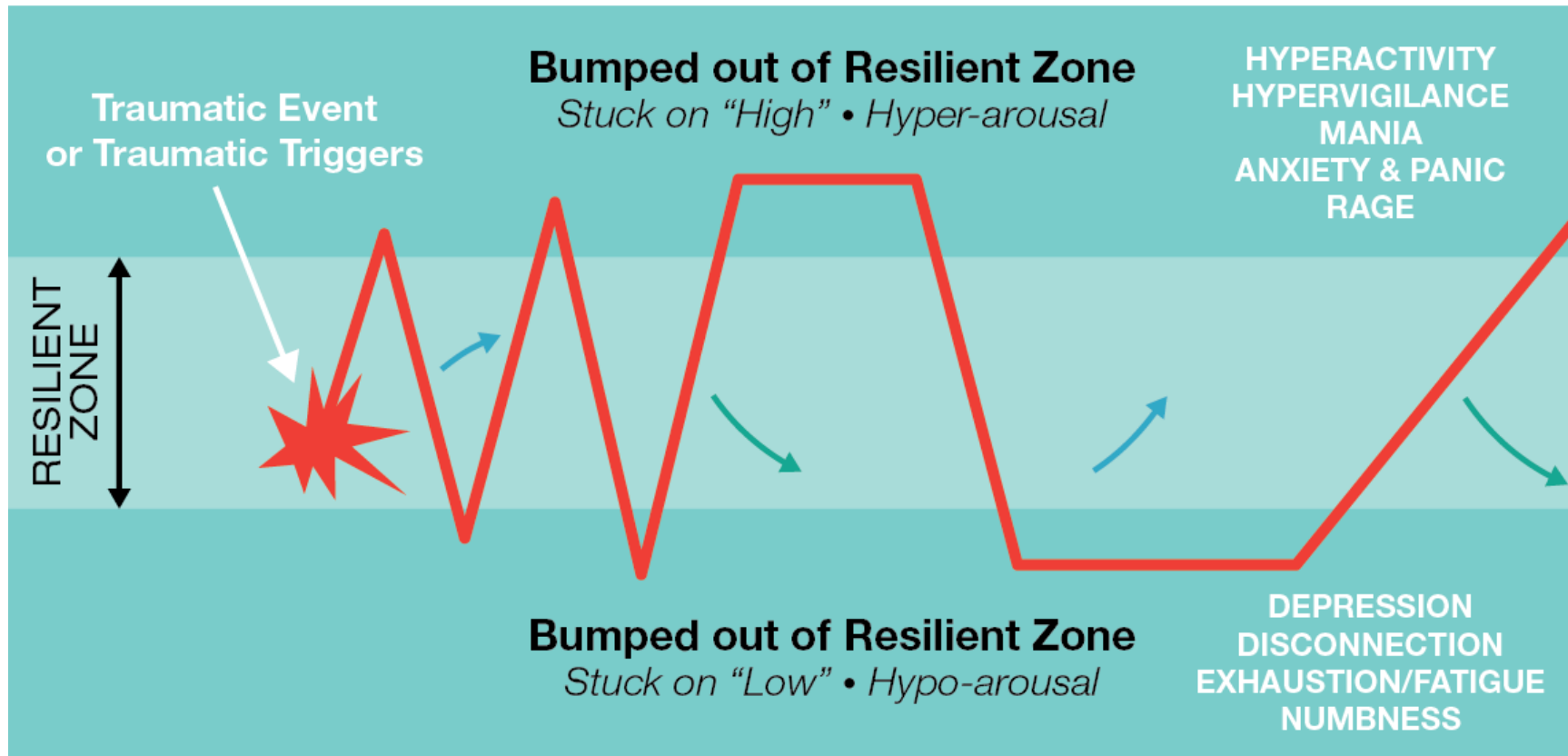
## The Resilient Zone

When we are in our “Resilient Zone,” we have the best capacity for flexibility and adaptability in mind, body, and spirit.



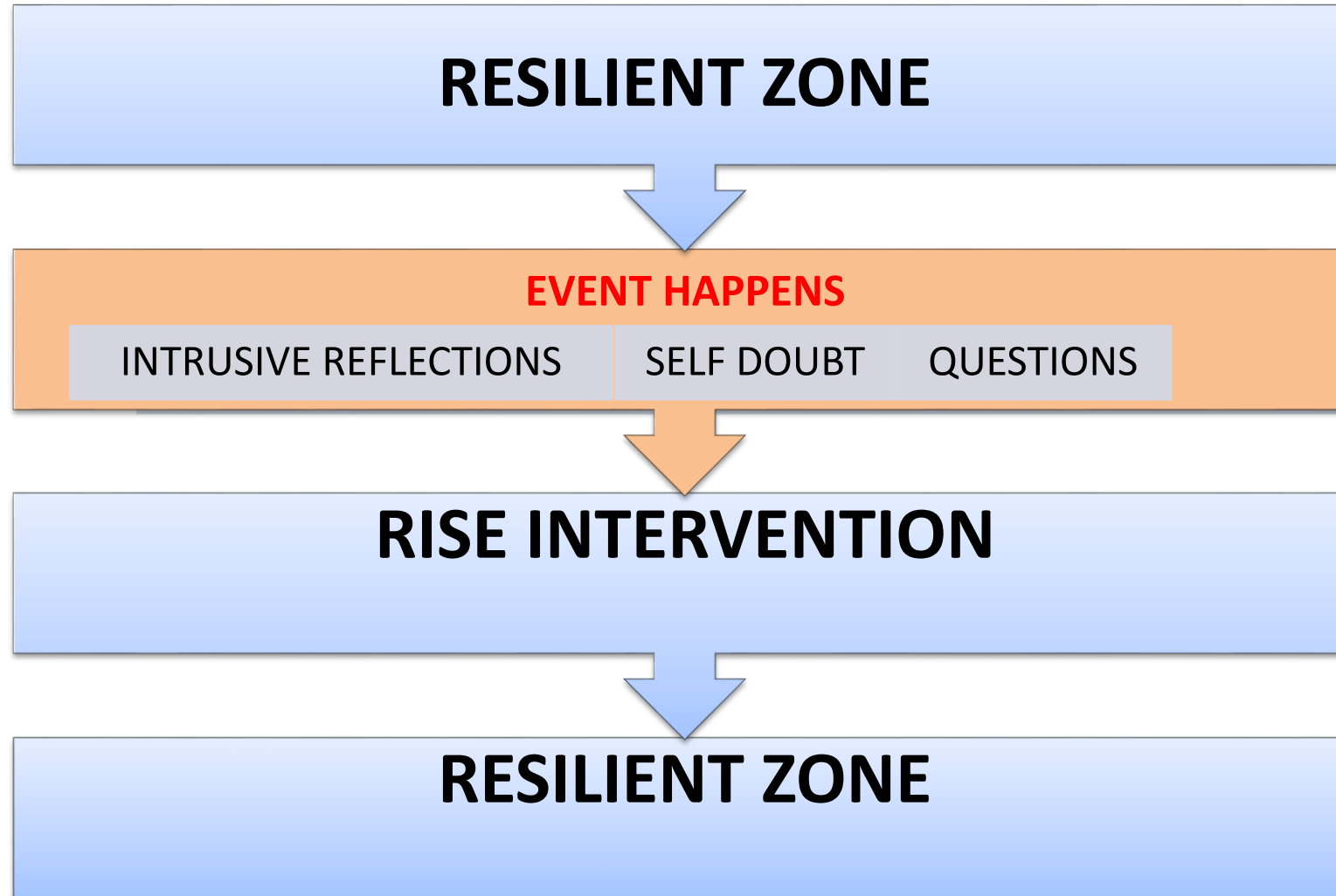
**TRM skills help deepen the Resilient Zone**

# The Resilient Zone Model



Adapted from Trauma Resource Model ([www.traumaresourceinstitute.com](http://www.traumaresourceinstitute.com))

# The RISE Intervention and the Resilient Zone



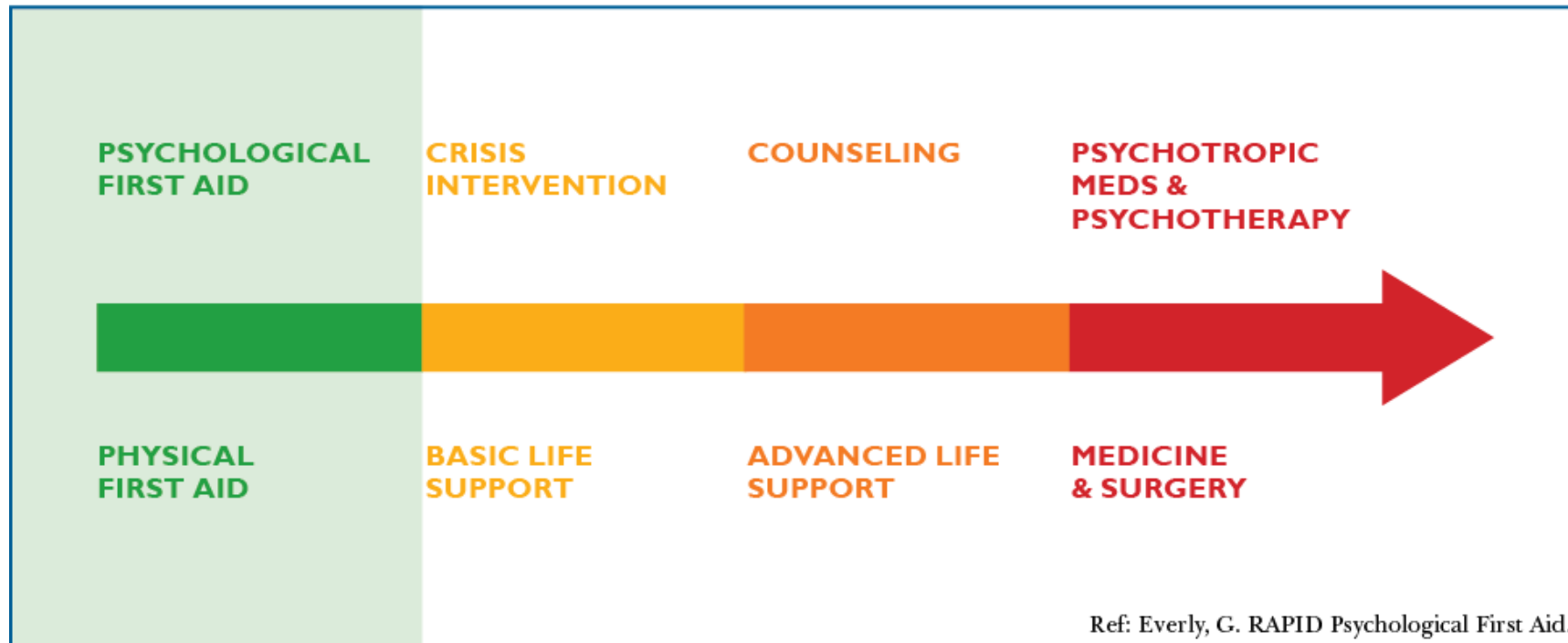
# Stages of Recovery

- Stage 1: Chaos and accident response
- Stage 2: Intrusive reflections
- Stage 3: Restoring personal integrity
- Stage 4: Enduring the inquisition
- **Stage 5: Obtaining emotional first aid**
- Stage 6: Moving on

Scott, S. D., Hirschinger, L. E., Cox, K. R., McCoig, M., Brandt, J., & Hall, L. W. (2009). The natural history of recovery for the healthcare provider “second victim” after adverse, patient events. *Qual Saf Health Care*, 18, 325-330.

# Continuum of Care

## CONTINUUM OF CARE





# Basic Principles for Peer Responders

- Show up
- Stay calm
- Listen
- Empathize
- Avoid “fixing”
- Maintain confidentiality
- Activate a debrief

# Peer Support

"Encouragement and assistance provided by a colleague who has overcome similar difficulties to engender self-confidence and autonomy and to enable the survivor to make his or her own decisions and implement them."

-Survivor Corps



# RISE: A Peer Support Model

- Design the program
- Select the peer responders
- Train the peer responders
  - Identify appropriate curriculum
- Respond in a timely manner to employees who encounter a stressful, patient related event
  - RISE influence on the organization
  - Improved peer response

# The Culture Contribution

- How peer's respond
  - What to say
  - What NOT to say
- Impact on use of a peer support program
- Role matching
  - Capacity
  - Pros
  - Cons

# Success Story



- Ingrid considered dropping out...until she met with RISE

# Success Story



- Michelle was a survivor...until she met with RISE



R.I.S.E.

Resilience In Stressful Events

“Provide timely peer support to employees who encounter a stressful, patient related event”

# Thank you!