



The Center for Patient Safety is pleased to host the following virtual workshop with program developer and course trainer, Dr. Susan Scott.



# Caring for Our Own Train-the-Trainer Workshop

*\*Virtual*

## 2022 Spring Workshop.

Sept 29th & Oct 6th | 12:00 to 3:00 pm CST

## Post-Session Support.

Resource library, Community forums

## Cost.

\$599 per registrant

\$549 per add'l attendee, same company

\$529 for CPS Subscribers, CPS PSO Clients

\$259 for students, verification required

## Format and Requirements.

**Virtual** - attend via Zoom. Workshop requirements include Internet connection with viewing, speaking, and listening devices.

## WHO WILL BENEFIT

This workshop provides attendees with the knowledge and tools necessary to establish Peer Support teams at their healthcare organization using Second Victim concepts to address the increasing needs of all clinicians.

## PROGRAM OBJECTIVES

- Understand how a Second Victim Clinician Peer Support program supports healthcare workforce well-being when facing challenging times.
- Customize and define a plan to deploy and sustain a peer support network within your organization.



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Today's healthcare workforce faces many challenges, including the demands encountered during a traumatic clinical event. Providers' strong emotional defenses carry them through and let them "get the job done" without addressing the emotional aftershock or stress reaction that can impact them for months.



*I could relate to the outcomes of second victimization, and see it demonstrated in coworkers. It is so exciting to know that this program will be developed for our staff.*

**- WORKSHOP ATTENDEE**



*Dr. Sue is very informative. I enjoyed the breakout opportunities to hear from different fields of nursing.*

**- WORKSHOP ATTENDEE**

## 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 with six stages of second victim recovery following a traumatic event; understanding them allows peer supporters to help.
- Knowing which events carry the greatest risk of inducing a second victim response can improve support efforts.
- Trained peer support colleagues can identify common signs of stress such as isolation and predictable patterns of worry.



## PHASE 1 OBJECTIVES

1. Understand basic concepts of Second Victim Program – “Setting the Stage”
2. Identify the Recovery Stages after traumatic events 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

## PHASE 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

## PHASE 3 OBJECTIVES

1. Review the 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