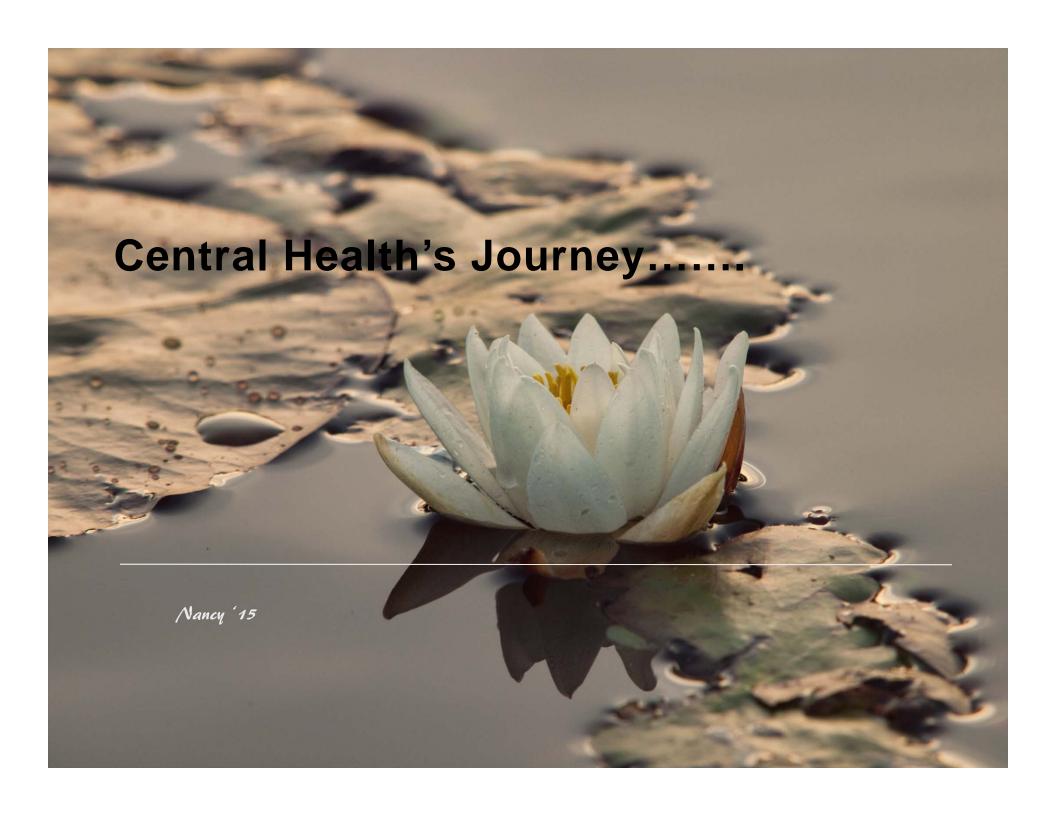


When Caring Hurts, Supporting the Second Victim

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Rationale for the project

Why

Caring for the second victim is an important part of an integrated system for managing adverse events and establishing a just culture

Who

- All employees, physicians, volunteers (directly)
- Patients and families (indirectly)

When

- Piloted training in two high risk areas completed in 2016
- Guidance team established 2017
- Peer Support program 2018



The Goal of the Project or Strategy

"In the aftermath of serious clinical adverse events, patients, families, staff, organizations, and communities will all say, we were treated with respect"

Institute for Healthcare Improvement (IHI), 2011



Measures

- Pre and post survey with leadership
- # of adverse events/occurrences/events
- # Program leaders trained
- # Peer supporters trained
- # staff that avail of peer support
- # staff involved in adverse events that avail of EFAP
- Analyzing worker and patient safety results



Tips & Tools for Others

- What can you suggest to others?
 - Assess leadership understanding and readiness
 - Partner with staff involved in adverse events/occurrences
 - Analyze available data such as occurrence reporting data
 - Prepare and create an organizational plan
 - Secure Executive Sponsorship and Program leadership accountability
 - Partnership with Risk, Patient Safety, and Employee Wellness
- What ideas can you offer on how to incorporate the patient and family voice?
 - Assess case by case
 - Partner with patients to inform development work



Central Health's Guiding Principle

Human error and system conditions periodically combine and align to contribute to unanticipated adverse outcomes for patients. What is most important is the manner in which we handle these situations.

Patient and worker safety will be best served if we are honest about unanticipated adverse outcomes with our patients, open with our colleagues and ourselves, and able to handle such occurrences with sympathy and empathy for our patients and our colleagues.



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