

## Second Victim Train-the-Trainer Workshop

November 30, 2017 or December 1, 2017

NJHA Conference and Event Center, 760 Alexander Rd., Princeton, N.J. 08540

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**Registration** | 8 a.m.

**Fee** | Free

**Program** | 8:30 a.m. – 3:15 p.m.

Optional Lunch: \$30/person

**Seminar** | EDU 1740

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### OVERVIEW:

Most healthcare providers adjust well to the multitude of demands encountered during an unexpected or traumatic clinical event. 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.

### WHO IS A SECOND VICTIM?

Second victims are “healthcare providers who are involved in an unanticipated adverse patient event, medical error and/or a patient-related injury and become victimized in the sense that the provider is traumatized by the event.” Frequently, second victims...

- Feel personally responsible for the unexpected patient outcomes
- Feel as though they have failed the patient
- Second-guess their clinical skills
- Second-guess their knowledge base
- 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
- The first tendency of providers is self-isolation
- Sometimes the entire team is impacted by a clinical event

(The Center for Patient Safety and the University of Missouri Health Care for YOU Team)

### Objective:

- Describe the “second-victim” phenomenon and high-risk clinical events
- Describe the six stages of second victim recovery
- Utilize components of the Scott three tier model of support to design a plan for your organization
- Develop a plan to deploy peer support training

### TARGET AUDIENCE:

Nurse leaders, nurses, quality managers, risk managers, pharmacist, human resource managers, post-acute facilities, public health professionals



## MEET THE FACULTY:

### ***Susan Scott, PhD, RN, CPPS***

Manager of Patient Safety and Risk Management

*University of Missouri Health Care System*

**Susan S. Scott, PhD, RN, CPPS**, is manager of patient safety and risk management at University of Missouri (MU) Health Care System in Columbia, MO. She has experience in neonatal intensive care, neonatal-pediatric transport services, pediatric nursing, legal nurse consulting, quality improvement and patient safety. Dr. Scott's research interests include understanding the unique needs of clinician in the aftermath of an unexpected clinical event. Her research trajectory relates to the "second victim" phenomenon and attempts to define and develop effective institutional support networks to help meet interdisciplinary professional support needs during this critical period of time. She is the founder and coordinator of MU Health Care's "first of its kind" peer support network, the for YOU Team. Since for YOU Team deployment in 2007, this peer support network has become a model nationally and internationally for healthcare organizations seeking to develop their own peer support structures. Dr. Scott has authored numerous articles and textbook chapters related to the topics of the second victim and care of the caregiver, as well as presenting her research findings locally, nationally and internationally.



## **CONTINUING EDUCATION CREDITS:**

### **New Jersey State Nurses Association Accreditation Statement**

Health Research and Educational Trust is an approved provider of continuing nursing education by the New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Provider Number P131-1/15-18.

This activity provides **5.5** contact hours.

There are no conflicts of interest, sponsorship or financial/commercial support being supplied for this activity. Accredited status does not imply endorsement by the provider or American Nurses Credentialing Center's Commission on Accreditation of any commercial products displayed in conjunction with an activity.

### **Nursing Home Administrators Licensing Board Statement:**

This continuing education program is sponsored/conducted by the Health Research and Educational Trust and is in compliance with N.J.A.C. 8:34-7.3 to provide licensed nursing home administrator (LNHA) and certified assisted living administrator (CALA) education credits accepted by the Nursing Home Administrators Licensing Board. This education activity may only be used for continuing education credit and not to meet academic college credits.

This education activity has been approved for **5.0** LNHA/CALA credits.

### **New Jersey Department of Health Statement:**

Participants who successfully complete this educational program will be awarded **5.5** New Jersey Public Health Continuing Education Contact Hours (CEs). HRET has been approved by the New Jersey Department of Health as a provider of New Jersey Public Health Continuing Education Contact Hours (CEs).

### **New Jersey Board of Pharmacy Statement:** *(Credits pending)*

Application for pharmacy credits have been submitted to the N.J. Board of Pharmacy.

### **American College of Healthcare Executives:**

As an independent chartered Chapter of the American College of Healthcare Executives, the ACHE - NJ is authorized to award **3.5** hours of ACHE Qualified Education credit toward advancement or recertification in the American College of Healthcare Executives.

Participants in this program who wish to have it considered for ACHE Qualified Education credit should list their attendance when they apply to the American College of Healthcare Executives for advancement or recertification.

## **DISCLOSURE INFORMATION:**

Full disclosure will be provided at the educational activity.



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## AGENDA

- 8 a.m. *Registration*
- 8:30 a.m. **Welcome and Introduction – Course Overview**
- 8:50 a.m. **Second Victim Overview**
- 10 a.m. **Break**
- 10:15 a.m. **Skill Building**
- 11:30 a.m. **Lessons Learned – For YOU Team Overview/Outcomes**
- 12 noon *Lunch*
- 2:15 p.m. **Q&A**
- 2:30 p.m. **Integrating Second Victims into Your Safety Program**
- 3 p.m. **Questions, Evaluations**
- 3:15 p.m. *Adjournment*

**EDU 1740 – Second Victim: Nov. 30<sup>th</sup> or Dec. 1st**  
**FEES | Free                                  Optional Lunch: \$30**

**Location:** NJHA Conference and Event Center  
760 Alexander Road, Princeton, NJ 08540

**Directions:** [www.njha.com/directions.aspx](http://www.njha.com/directions.aspx)

**Guarantee** your seat now by paying for your registration online with a credit card. **It's secure and easy.**  
Click on the following link:  
<http://hret-registration.njha.com>

**PAYING BY CHECK**

Please fax your registration form prior to mailing with your payment.  
A copy of the registration must accompany your check in order to allocate your payment properly.

**FAX:** 609-275-4271

**Make check payable to:** HBS

**Mail to:** HBS – P.O. Box 828709 – Philadelphia, PA 19182-8709

- For registration inquiries, please contact HRET at: [HRETEducation@njha.com](mailto:HRETEducation@njha.com) or 609-275-4181
- If special accommodations are necessary, please call 609-275-4181
- **In the event of inclement weather, call 609-275-4140 before coming to the conference**

**Check One:**         **November 30<sup>th</sup>**                                   **December 1<sup>st</sup>**

**REGISTRATION**

Name: \_\_\_\_\_

Designation/Credentials: \_\_\_\_\_ Job Title: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Organization: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Method of Payment: Check \_\_\_\_\_ Credit Card \_\_\_\_\_

Payment Amount: \$ \_\_\_\_\_ Check# \_\_\_\_\_ Card#: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CCV: \_\_\_\_\_ Code: \_\_\_\_\_

Signature: \_\_\_\_\_

Billing Address (if different from above): \_\_\_\_\_

