

Designing a Second Victim Support Program: Assessment Worksheet/Planner

This working document should be used as a roadmap for implementation of a second victim support program. There are a total of six sections within this worksheet that address necessary support elements needed for team deployment. Many of these activities can be activated simultaneously. Each section includes a basic overview of what needs to be accomplished with some leading questions to aid in your planning process. When applicable, examples and tips for proceeding with action step have been provided.

Section 1: Internal Patient Safety Culture

TIPS: Assessment of your internal patient safety culture is an essential first step to ensure institutional readiness for second victim support.

Does your facility review patient safety events openly and share lessons learned?

What type of organizational response plan is available for serious patient safety events?

Action Steps	Existing Resource?	Organizational Assessment and Actions Notes	Responsible Individual(s)
1. <u>Reporting Culture</u> <i>-Policies in place to support the reporting of adverse clinical events?</i> <i>-Does your facility review patient safety events openly and share lessons learned?</i>	Yes No	Culture 'readiness' assessment =	
2. <u>Adverse Safety Event Investigation Process Clearly Delineated</u> <i>-Is there an adverse event policy in place?</i> <i>-What is your reporting culture like?</i> <i>-Do you have an event investigation process clearly outlined?</i> <i>-do you openly share case findings?</i>	Yes No	Policies Regarding Adverse Events =	

Section 2: Identify 'Natural' Second Victim Supporters

TIPS: As health care providers, most clinicians have an innate ability to nurture and help others. Some individuals within your institutions perform this function on a daily basis. Conduct an overview of existing resources within your facility to determine those individuals who could serve on a steering team to implement a support network within your institution.

What internal resources are currently in place at my health care facility that could address second victims?

Action Steps	Existing Resource?	Organizational Assessment and Actions Notes	Responsible Individual(s)
<p>1. <u>Identify key individuals</u> who routinely assist others during times of crisis.</p> <p>-What is currently in place? -Are individual areas already doing this? -Is there a predictable plan already in place? -Who is currently working within our facility that has a skill set to support an individual in crisis?</p> <p>Examples of individuals include: social workers, clergy, EAP, Mental Health Workers, HR/Personnel, etc.</p>	Yes No	<p>Existing Support Mechanisms in Place =</p> <p>'Natural' Clinician Supporters include =</p>	
<p>2. <u>Identify Project Lead</u></p> <p>-Who is the most appropriate individual to spearhead this project?</p> <p>Examples may include Chaplains, EAP, Safety/Quality Office, Personnel/HR, Employee Wellness Center, etc.</p>	Yes No	Project Lead Potentials=	
<p>3. <u>Identify Executive Champion</u> for Support Network. Some teams have several executive champions representing clinical and non-clinical areas.</p> <p>-Who should be the executive champion?</p> <p>(Potential executive champions may include CMO, CNO, CQO, HR/Personnel Director, etc.)</p>	Yes No	Potential Executive Champion(s) =	
<p>4. <u>Formalize the role of the second victim support project team lead.</u></p>	Yes No	Second Victim Support Team Lead Role Expectations –	

Section 3: Establish Team Infrastructure

TIPS: Second Victim Response program infrastructures will vary from facility to facility based on personnel resource availability. Each facility should design a team that is responsive to their local needs and assets. To ensure optimal team performance, it is important to have an infrastructure in place to ensure second victim supporters are aware of performance expectations. It is important for clinicians to know what they can expect as institutional support for themselves or their colleagues.

Who should be represented on our facility's support team?

What mechanism should we implement to ensure prompt referral to professional counseling services when it is indicated?

Action Steps	Existing Resource?	Organizational Assessment and Actions	Responsible Individual(s)
<p>1. <u>Define a team structure.</u> Examples of team structures include: trained peers, hired counselors, one responder for all events, EAP, clergy, etc.</p> <p><i>-What will the team structure look like?</i> <i>-Who should we recruit for this team?</i> <i>-What are their roles?</i></p>	Yes No	Team structure ideas =	
<p>2. <u>Determine methodology for providing second victim support to individual clinicians as well as entire care teams.</u></p> <p><i>-How will we provide supportive services to an individual colleague in distress?</i> <i>-How will we provide supportive services for an entire team of clinicians?</i></p>	Yes No	Provision of support – individual clinicians = Provision of support – entire teams =	
<p>3. <u>Define activation guidelines</u> for second victim support for both individual clinicians <u>and</u> entire teams.</p> <p><i>-How will second victim support activations occur within your facility?</i></p> <p><i>Ideas –peers embedded within high risk areas for instantaneous activation, house supervisor activation, self-help phone line, pager etc.</i></p>	Yes No	Activation Ideas =	
<p>4. <u>Develop a proposed budget</u> for implementation of a support service. (Dependent on team composition, on call considerations, expansion of an existing role, etc)?</p> <p><i>-How much will it cost to implement a support structure?</i></p> <p><i>-What are some incidental expenses to support a team? (pager, training, marketing materials, brochure development, etc.)</i></p>	Yes No		
<p>5. <u>Develop an executive summary business plan for implementation of a support team infrastructure, budget, timelines, and responsible individuals.</u></p>	Yes No	Ideas for inclusion in business plan =	

Action Steps	Existing Resource?	Organizational Assessment and Actions	Responsible Individual(s)
6. <u>Seek administrative approval for proposed team structure.</u>	Yes No		
7. <u>Develop operational plans for team.</u> <i>-What needs to be operationalized prior to official team deployment?</i>	Yes No	Ideas =	
8. <u>Develop timeline for team deployment</u> <i>-Outline a proposed timeline for team deployment. -May consider target implementation date and align action items accordingly.</i>	Yes No	Target Implementation Date - _____	
9. <u>Develop policies and procedure for team function.</u> <i>-Identify team objectives and goals. -Delineate team member role, responsibilities, and obligations by developing a job description for supporters.</i>	Yes No	Team Objectives & Goals =	
10. <u>Recruit team members</u> <i>-Who should be on the support team? -Ensure 'ready access' support for clinicians in high risk clinical areas and teams. Possibly consider embedding individuals knowledgeable about second victim phenomenon and supportive strategies on teams.</i>	Yes No	Second Victim Supporters should include =	
11. <u>Formalize the process for streamlining immediate access to experienced counselors when necessary.</u> <i>-How can we ensure a fast track referral for individuals requiring professional assistance?</i>	Yes No	Ideas - Developing a prompt referral method	
12. <u>Develop a strategy for ensuring second victim support resources for cases that are problematic or need additional guidance/insights.</u> <i>-What resources are available to mentor supporters with case concerns? -What safeguard should be in place to facilitate adequate support debriefings for complicated cases? -Who can provide this type of guidance to our supporters? -What mechanism can we use to de-brief the supporters? Potential individuals may include individuals skilled in counseling such as chaplains, EAP, counselors, etc.</i>	Yes No	Key resources who can help support/guide the second victim response team =	

Section 4: Develop Internal Marketing Campaign for Support Team

TIPS: Institutional awareness of second victim's needs and interventional support strategies should be readily available to all clinicians. Assess your health care facility for opportunities to showcase information regarding the second victim phenomenon as well as identify available interventional support strategies for clinicians in the aftermath of an unanticipated clinical event.

How do we spread the word about the second victim experience?

How can we communicate this new program to our clinicians?

What marketing strategies should be used to ensure that clinicians are aware of this resource?

Action Steps	Existing Resource?	Organizational Assessment and Actions	Responsible Individual(s)
<p>1. <u>Develop second victim awareness strategy</u> for facility-wide dissemination.</p> <p><i>What types of activities can occur to inform clinicians of second victim phenomenon and supportive interventions at my facility?</i></p> <p><u>Examples:</u> Health fairs, employee wellness forums, newsletters, screensavers, etc.</p> <p><i>Potential partners for this action item include education and development staff, marketing/PR staff, Personnel/Human Resources, etc.</i></p>	Yes No	Individuals to convene to plan an educational awareness campaign =	
<p>2. <u>Identify clinical areas</u> which are at high risk for evoking a second victim response within your facility.</p> <p><i>What are high risk clinical areas within my health care facility?</i></p> <p><i>Potential high risk clinical areas include ER, ICU, OB, pediatrics, oncology, etc.</i></p>	Yes No	High risk clinical areas at my facility =	
<p>3. <u>Identify high risk clinical teams</u> that should be monitored closely by supervisory personnel for evidence of second victim experiences.</p> <p><i>What are high risk clinical teams within my health care facility?</i></p> <p><i>Examples of high risk clinical teams may include ambulance crews, helicopter services, Rapid Response Teams, Code Blue Teams, etc).</i></p>	Yes No	High risk clinical teams at my facility =	
<p>4. <u>Embed second victim surveillance</u> into routine clinical efforts for high risk teams.</p> <p><i>-What are some opportunities that we can use to monitor staff for concerns?</i></p> <p><i>Establish 'real time' methods for assessing clinicians for second victim experiences during routine tasks such as team huddles, post activation code de-briefings, shift hand-offs, etc.</i></p>	Yes No	Opportunities to incorporate second victim 'checks' at my facility include=	

Action Steps	Existing Resource?	Organizational Assessment and Actions	Responsible Individual(s)
<p>5. <u>Develop an informational brochure on the second victim phenomenon and your response team.</u></p> <p><i>What information can we provide to second victims as a resource for them? Consider including information about the second victim phenomenon. Provide self-care and stress management tips.</i></p>	Yes No	Key Information to Include is:	
<p>6. <u>Identify various facility-wide</u> and department specific meetings to introduce the concept of second victim and information regarding your second victim response team.</p> <p><i>-What meetings and/or committees need to include information on the second victim phenomenon and our response team? -How do I get on the agenda?</i></p>	Yes No		
<p>7. <u>Develop 'just in time' tools</u> to help clinicians/supervisors contact the second victim response team.</p> <p><i>-How can we advertise the second victim support services? Develop various second victim support awareness tools to ensure clinician awareness.</i></p> <p>Ideas for marketing strategies include – screensavers, magnets, brochures, pamphlets, etc.</p>	Yes No	Ideas for ensuring that clinicians are aware of the second victim support resources include -	

Section 5: Establish Training Program for Second Victim Supporters

TIPS: Formalize training/education necessary for second victim supporters throughout your health care facility by developing an initial training program for second victim supporters.

What should be core elements of an initial training program for second victim supporters?

What type of ongoing education should be available to our second victim supporters?

Action Steps	Existing Resource?	Organizational Assessment and Actions	Responsible Individual(s)
<p>1. <u>Identify internal resources</u> that could assist in second victim supporter training program.</p> <p><i>Who can assist with coordination of training programs for the second victim supporters?</i></p> <p><u>Examples</u> of possible resources include staff educators, nurse managers, counselors, EAP personnel, paramedics with Critical Incident Stress Management training etc.</p>	Yes No	Available resources for education =	
<p>2. <u>Develop reference tools to be used by members of support team.</u></p> <p><i>What information should be readily available to support team members?</i></p> <p><u>Examples:</u> Team manuals should include information that the second victim support team needs to complete their tasks. Minimal information should include: Contact numbers for other team members. Information on referrals to professional counseling resources. Checklists for response activations, etc.</p>	Yes No	Information to have available to support team members	
<p>3. <u>Design second victim support training.</u></p> <p><i>-What is the best way to educate second victim response team members on 3 main areas:</i></p> <p>a)second victim phenomenon, b)providing supportive care following an unanticipated clinical event c) Fast track referral to professional counseling services</p> <p>Who can educate on these topics? What basics skills should be covered during the initial training? Minimal skills include active listening, crucial conversations, stress management techniques, crisis intervention and indications for professional counseling needs.</p>	Yes No	Topics/Presenters =	
<p>4. <u>Develop a plan to address ongoing continuing education for members of the second victim support team.</u></p> <p><i>What is the best way to provide continuing education to the support team?</i></p> <p><u>Examples:</u> monthly meetings with case reflections, guest speakers, crisis intervention timely topics, etc.</p>	Yes No	Training Considerations Beyond the Initial Education =	
<p>5. <u>Develop an ongoing plan to evaluate educational needs of response team members.</u></p> <p><i>How can I be sure that our education has met the needs of the second victim response team?</i></p> <p><i>How can I monitor on-going educational needs of the second victim response team?</i></p>	Yes No	Evaluation Ideas =	

Section 6: Ensure Team Effectiveness

TIPS: Implementation of any new program requires administrative surveillance to ensure that the second victim support program is functioning as designed with optimal outcomes. Develop a surveillance methodology to determine effectiveness of second victim support program.

Action Steps	Existing Resource?	Organizational Assessment and Actions	Responsible Individual(s)
1. <u>Develop an encounter form</u> to capture general information regarding team activations.	Yes No		
2. <u>Establish a dashboard overview</u> of general team performance for administrative review and surveillance.	Yes No		
3. <u>Develop an evaluation tool</u> for second victims to complete to assess team effectiveness.	Yes No		
4. <u>Develop a team member satisfaction tool</u>	Yes No		