

Second Victim Train-the-Trainer Workshop

June 6, 2018 or June 8, 2018

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

Registration | 8 a.m.

Fee | Free

Program | 8:30 a.m. – 3:15 p.m.

Optional Lunch: \$30/person

Seminar | EDU 1825

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

This activity has been planned and implemented in accordance with the Essential Areas and policies of the American Nurses Credentialing Center's Commission on Accreditation and New Jersey State Nurses Association through Health Research and Educational Trust. Health Research and Educational Trust is an approved provider of continuing nursing education by the New Jersey State Accreditation an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

This activity provides **5.5** contact hours. Provider Approval number: P131-2/18-21

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.

American College of Healthcare Executives:

As an independent chartered Chapter of the American College of Healthcare Executives, the ACHE - NJ is authorized to award **4.75** 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 1825 – Second Victim: June 6th or June 8th
FEES | Free **Optional Lunch: \$30**

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

Directions: 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 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: **June 6th** **June 8th**

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): _____

