

Help us help you.

Complete a quick survey.

Have you received support from the forYOU Team? Please take a few minutes to complete the survey on the back of this brochure. When you are finished, please cut off this panel and mail it through campus mail to the Office of Clinical Effectiveness, DC 103.40.



Common reactions to a stressful event include:

- Sleep and/or eating disturbance
- Difficulty concentrating
- Headache
- Fatigue
- Diarrhea
- Nausea or vomiting
- Rapid heart rate and/or breathing
- Muscle tension

Psychological symptoms associated with second victim include:

- Isolation
- Frustration
- Fear
- Grief and remorse
- Feeling uncomfortable returning to work
- Anger and irritability
- Depression and/or extreme sadness
- Self-doubt
- Flashbacks
- Poor attention span after a stressful clinical event.

Way to cope with stress:

- Remind yourself that it is okay to experience some expected reactions to a stressful event.
- Give yourself permission to react; don't try to hide your feelings.
- Keep your life as routine as possible.
- Eat regularly. Minimize the use of sugar and caffeine.
- Physical exercise, along with relaxation, will alleviate some physical reactions to stress.
- Avoid alcohol and drug use.
- Do something nice for yourself!

Help is only a call away!

To learn more, please visit
MUHEALTH.ORG/FORYOU.

For additional assistance, you may also call University of Missouri Employee Assistance at **(573) 882-6701.**



Caring for our own.



ForYOU Team
Caring for our own.

The forYOU team is a group of University of Missouri Health clinicians that have been selected and trained in crisis support and stress management. The team includes volunteers from a variety of disciplines throughout MU Health.

A member of the forYOU team is available to employees who need support and guidance while experiencing a normal reaction to a stressful event or outcome, also called “second victim.”

The forYOU team helps to increase institutional awareness of the second victim phenomenon, provide consistent and targeted system-wide guidance and support of the second victim, and provide additional resources for the management team to effectively support second victim.

The forYOU Team will:

- Provide “emotional first aid” to our staff who have been involved in unanticipated or stressful events.
- Provide one-on-one peer support and explore the staff member’s normal reactions and feelings that often occur after a stressful or traumatic event.
- Provide the second victim with a “safe zone” to express thoughts and reactions to enhance coping.
- Provide the employee assurance that he or she is experiencing a normal reaction.
- Ensure that information shared is strictly confidential.



What is a second victim?

Second victims are health care 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.

Second victims often:

- 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

How did we do?

If you’ve received support from the forYOU Team, please fill out this form. Your comments will be used in a confidential manner to improve the services we provide.

1. I am a:

- ☐ Nurse
- ☐ Physician
- ☐ Pharmacist
- ☐ Respiratory therapist
- ☐ Social worker
- ☐ Other _____

3. The peer support I received from forYOU was:

- ☐ Very beneficial
- ☐ Beneficial
- ☐ Somewhat beneficial
- ☐ Neutral
- ☐ Not at all beneficial

2. How distressing was this event?

- ☐ Very distressing
- ☐ Distressing
- ☐ Somewhat distressing
- ☐ Neutral
- ☐ Not at all distressing

4. How satisfied were you with the experience?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat satisfied
- ☐ Neutral
- ☐ Not at all satisfied

5. I would recommend the forYOU service to a colleague:

- ☐ Yes ☐ NO, Please explain why not _____
- _____
- _____

6. How can we improve our team? _____

Thank you!

Thank you for taking the time to provide us feedback on the forYOU Team. To submit this survey, please send it via campus mail to:

Office of Clinical Effectiveness
DC 103.40