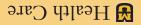
March 2016





Key actions for supporting:

- Acknowledge what the second victim is saying or feeling.
- Don't try to fix it your supportive presence is all you need to give.

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- Be there. / Practice active listening.
- · Offer support. / Share your experiences.
- Reinforce that they make a difference.
- Provide a referral if needed.

(573) 884-2373

UHC pager Staci Walters (573) 397-0093/Holly Brengarth (573) 397-9428	
MOI pager	Kelly Butler (573) 397-0045
MUPC pager	Kelly Butler (573) 397-0045
SOM pager	Kristin Hahn-Cover (573) 876-1937
WCH pager	Robert McMahan (573) 397-9492
Clinic contact	. Laura Hirschinger (573) 884-7957
Chaplain pager	(573) 397-9452
EAP phone number	(573) 882-6701
ForYOU Team coordinator	Sue Scott (573) 499-8517

Responsibilities:

- A. Monitor colleagues in your work area for second-victim experiences.
- B. Interaction ONE-ON-ONE support to mitigate symptoms of critical events
 - 1. Introduction
 - a. Introduce the goal of the ForYOU team.
 - b. Do not critique the incident. Allow time to express emotions in a confidential manner. Ask: "Are you OK?" and "What do you need?"
 - 2. Exploration
 - a. How do you feel about what happened?
 - b. What was your first thought after the situation?
 - c. What was the worst thing for you personally?
 - 3. Information "normalizing"
 - a. Validate normal reactions to an abnormal event.
 - b. Provide information (brochures, contact info, self-care ideas, etc.)
 - 4. Follow-up (referral, next discussion)
 - a. Determine if an additional visit is needed, and schedule it.
 - b. Refer to your facility team leader for resources: Patient Safety, Risk Management, Chaplain and EAP
 - C. Documentation Complete an encounter form. Return to team lead.