

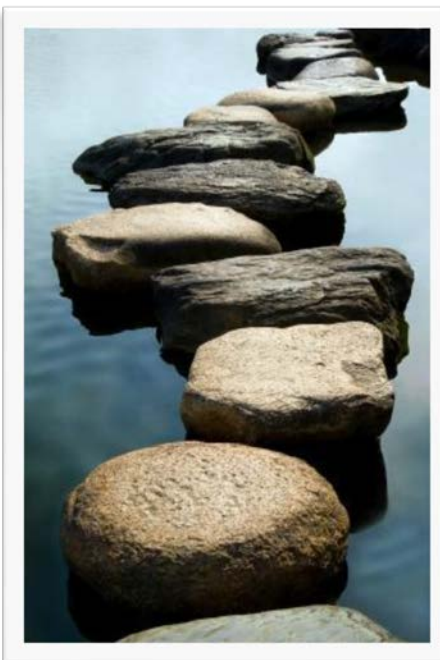
# *The Second Victim Experience: Train-the-Trainer Workshop*



Active Caring – Skill Practice

# Walking Through the Interaction

1. Introduction
2. Exploration
3. Information
4. Follow-up



# Introduction

Initiate the conversation

Introduce yourself as a peer supporter

Explain the goal of the peer support team

- *How are you doing with this all of this?*
- *What do you need?*
- *I am here if you want to talk now.*

# Exploration

Allow time for the expression of emotions...

What are their thoughts...

What are their reactions...

What are their symptoms...

- *How are you feeling?*
- *What part are you having problems with right now?*
- *Are you having any unusual or disruptive thoughts?*
- *How are things going for you?*

# Information “Normalizing”

## Provide information

- Discuss destructive behaviors
- Discuss normal reactions to unusual situations
- *You need to know that you are not the first person in health care to experience these feelings...*
- *This might take some time...*
- *I’m sorry that you are going through this...*
- *What are you doing to take care of yourself?*

# Follow up

Is an additional visit needed?

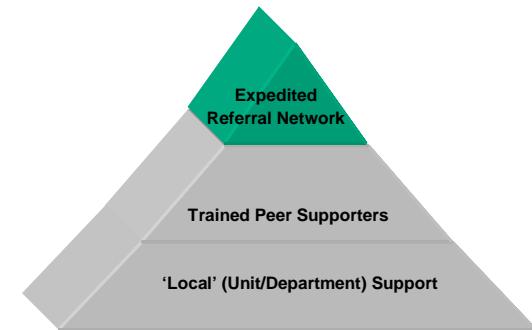
- Provide pamphlets
- Touch base as needed (1 day– 2 wks)

Referral to additional resources

- Patient Safety
- Risk Management
- Department Leaders

Additional assistance

- Contact team leader



# Conquering Stress:

Healthy Living

Stress Management Techniques



# forYOU Resources/Stress Tools

A paper-based stress card  
Fidget Spinners  
Blue Bendy Sticks  
Stress Ball  
Blank Journal  
Heart Charm  
Aroma therapy  
Relaxation Book & CD  
Massager





## Communication Advice

- Focus on the person and their experience
- Engage in active listening
- Reflect back what you hear the person say
- Maintain good (non-verbal) body language
- Keep good eye contact
- Validate from your perspective as a peer who has also experienced an unanticipated clinical event





Let's  
Practice!

## Reflections

- What went well?
- What felt awkward?
- What tip did you learn from your colleague?

We do not learn from  
experience... we learn  
from reflecting on  
experience.

*- John Dewey*

## Words of Caution

- Know your limits
- Know your own issues
- Debriefing of the debriefer is essential





# Emotional Group Support

## Facilitated discussion

Thoughts

Reactions

Symptoms

## Educate

Provide pamphlets

Additional resources

## Additional follow up, if required



# Special Considerations

## Emotional Group Debriefing

Trained facilitators must facilitate  
'Lifeguards' = Peer Team Members  
*Observer during debrief*  
*Additional follow-up*



## Questions....

*“When we deny feelings, they struggle for life.  
When we give voice to our feelings, they  
die birthing.”*

*Darwin Crosland, 2016*

