

Peer Support – Care for the caregiver

An indispensable provision in HRM and Safe care

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CONCLUSION

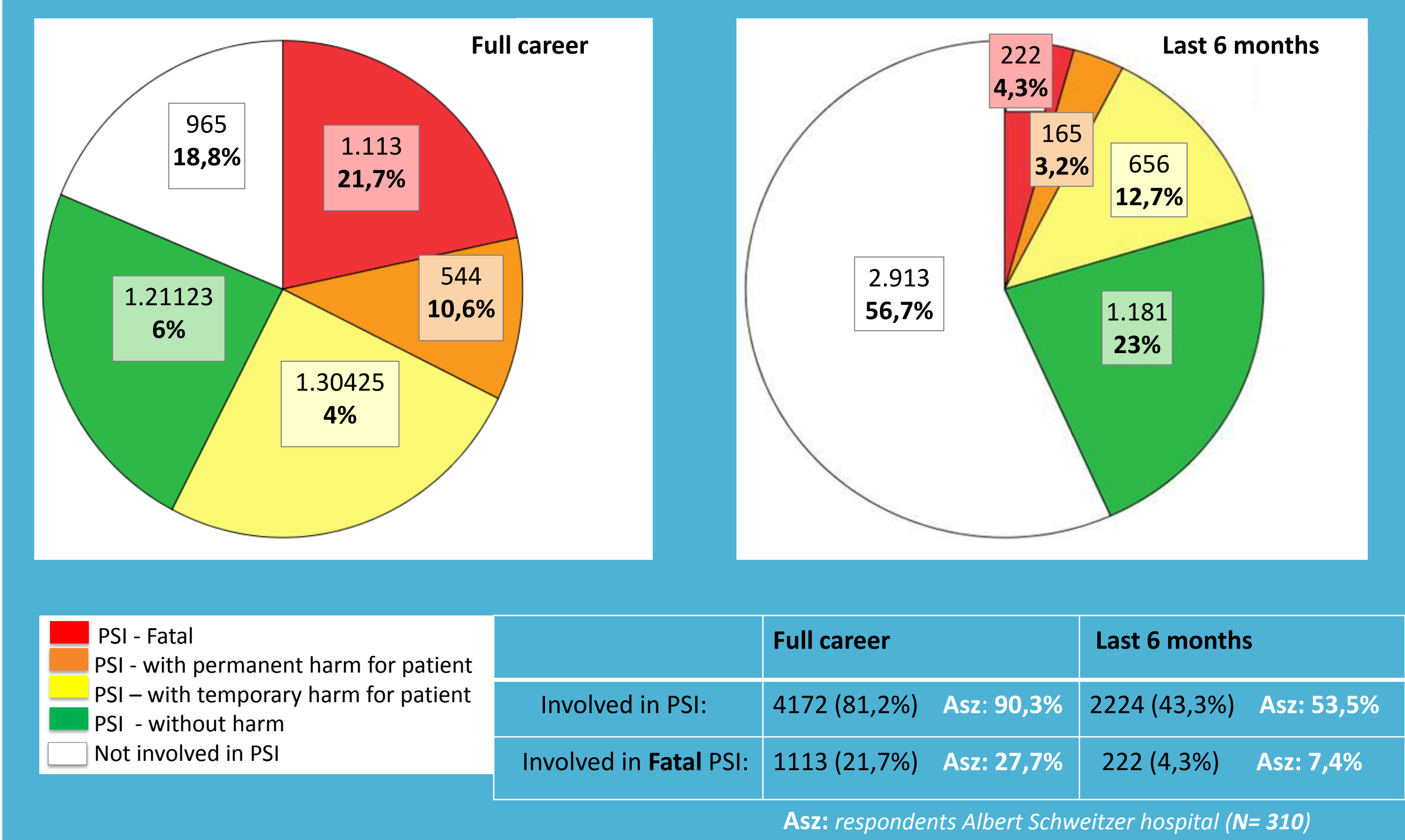
- A large number of Frontline staff experiences emotional impact from adverse events, lasting from months till over a year. The need for Peer support is clear
- Peer support is best organized close to the healthcare workers; within their teams and additionally by colleagues trained in the support role

BACKGROUND

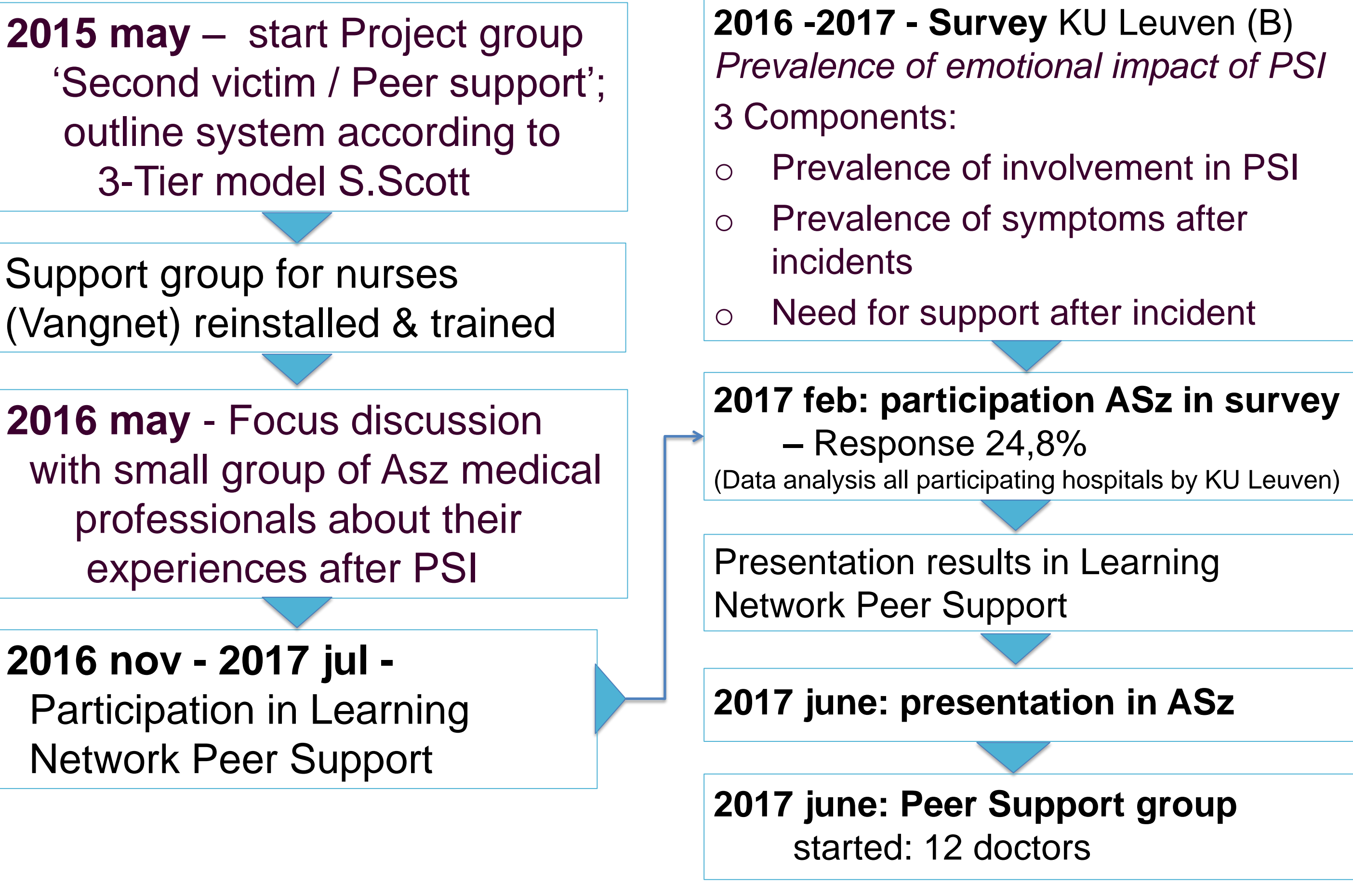
- Extent of need for support after PSI unknown,
- In Asz no support system for medical professionals and support team for nurses practically unknown,
- No data available about situation in Dutch hospitals,
- Project group ‘Second victim / Peer support’ - working on implementation 3-Tier model (S.Scott),
- 2016: Participation ASz in Learning Network Peer Support (VvAA):
- 2017: Participation ASz in survey KU Leuven: (in 19 Dutch hospitals)
‘Prevalence of emotional impact of PSI’

RESULTS 1 - Prevalence

Prevalence: involved in Patient Safety Incidents (PSI) (most serious PSI per respondent)

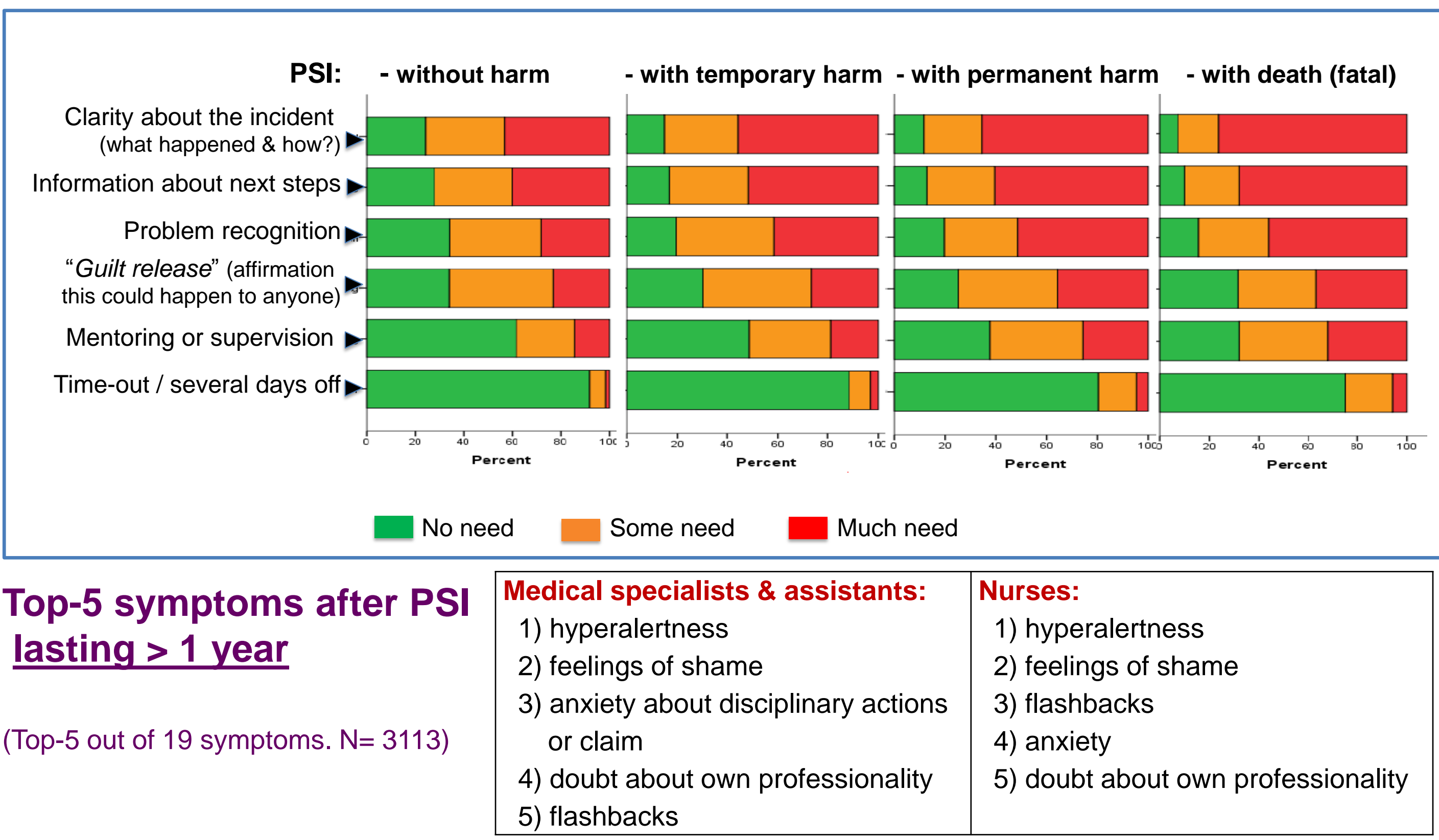


METHODS



RESULTS 2 – Need for support

Need for support after PSI Per type of harm All professions (N=3145)



DISCUSSION

- Support by colleagues and team members is appreciated most
- Training in the support role is necessary; for Peer Support group (2nd tier) AND for colleagues in 1st tier
- Peer support works best with a proactive approach: “we call you”