# Peer Support -Care for the caregiver



## An indispensable provision in HRM and Safe care

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## CONCLUSION

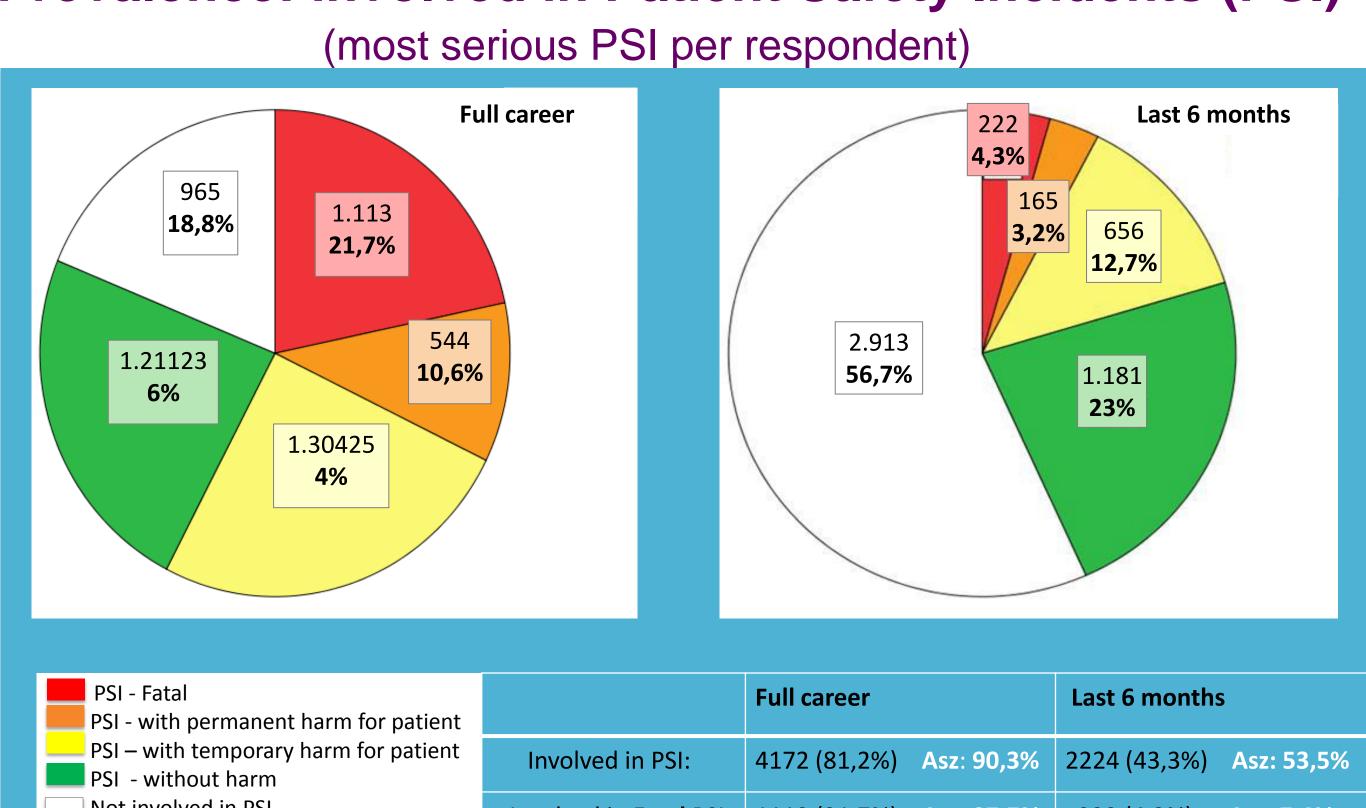
- A large number of Frontline staff experiences emotional impact from adverse events, lasting from months till over a year. The need for Peer support is clear
- Peer support is best organized close to the healthcare workers; within their teams and additionally by colleagues trained in the support role

#### 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'

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

RESULTS 1 - Prevalence



Not involved in PSI Involved in **Fatal** PSI: 1113 (21,7%) Asz: 27,7% 222 (4,3%) Asz: 7,4% **Asz:** respondents Albert Schweitzer hospital (**N= 310**)

## METHODS

**2015** may – start Project group 'Second victim / Peer support'; outline system according to 3-Tier model S.Scott

Support group for nurses (Vangnet) reinstalled & trained

2016 may - Focus discussion with small group of Asz medical professionals about their experiences after PSI

2016 nov - 2017 jul -Participation in Learning Network Peer Support

**2016 -2017 - Survey** KU Leuven (B) Prevalence of emotional impact of PSI 3 Components:

- Prevalence of involvement in PSI
- Prevalence of symptoms after incidents
- Need for support after incident

2017 feb: participation ASz in survey - Response 24,8% (Data analysis all participating hospitals by KU Leuven)

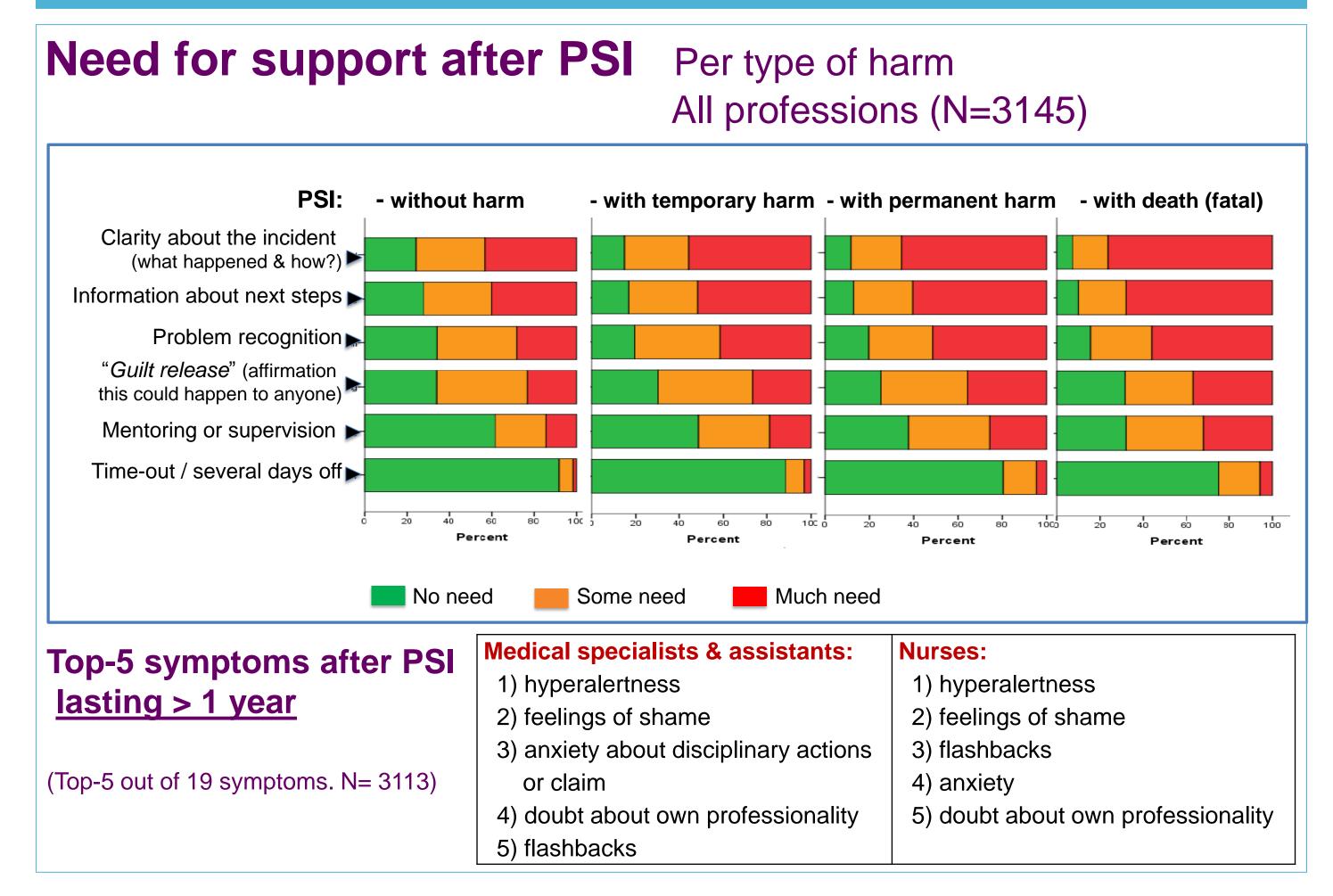
Presentation results in Learning

2017 june: presentation in ASz

Network Peer Support

2017 june: Peer Support group started: 12 doctors

# RESULTS 2 - Need for support



#### DISCUSSION

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