BESIDE

Bringing Encouragement and Support in Difficult Events

Kit Hoffman, PsyD

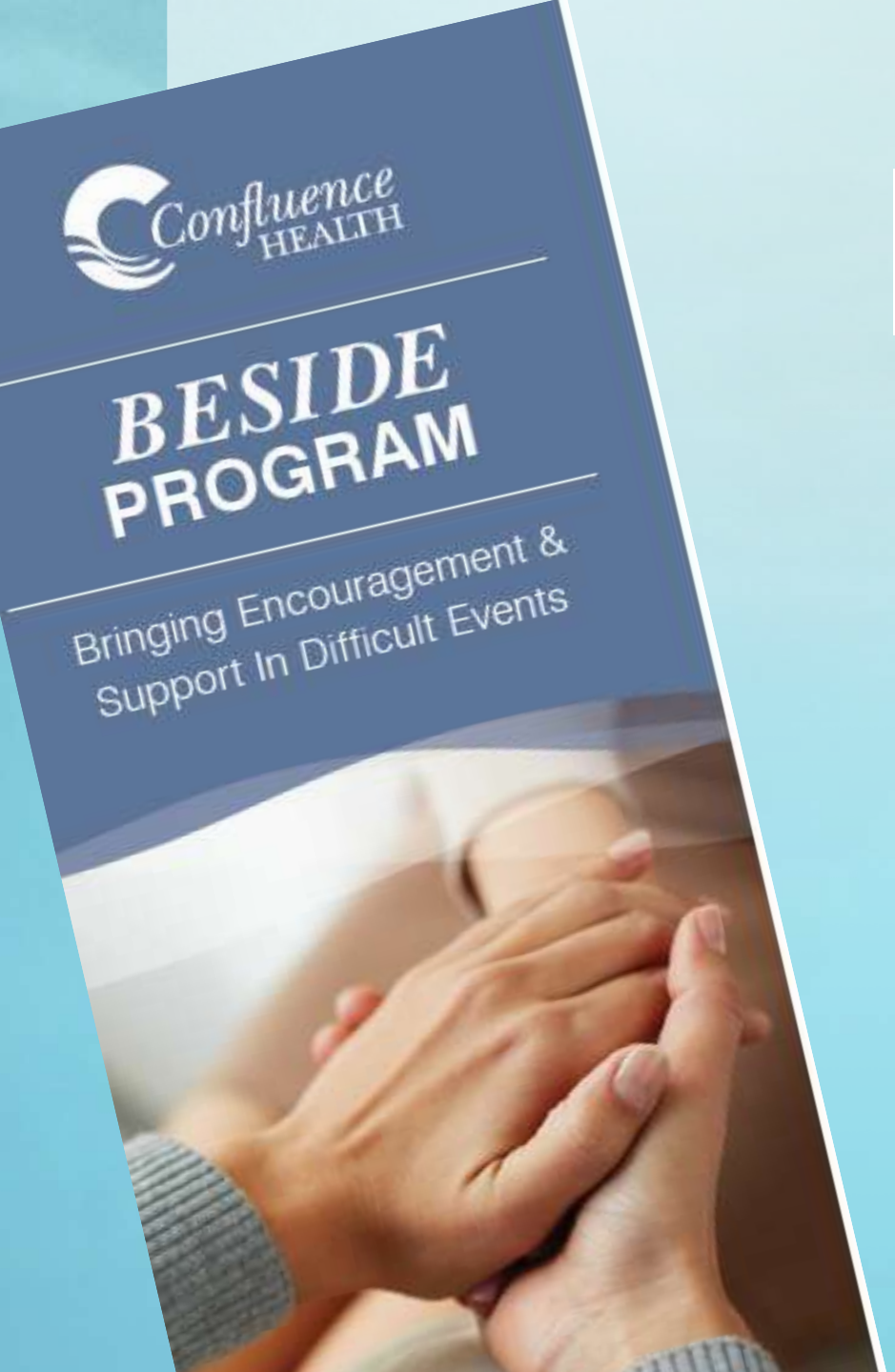
May 1, 2018

Northwest Patient Safety Conference – 2018

Confluence HEALTH

What is Care for the Colleague?

AKA Second Victim Support or Care for the Caregiver



What is the **BESIDE** Program?

Who Provides Support?

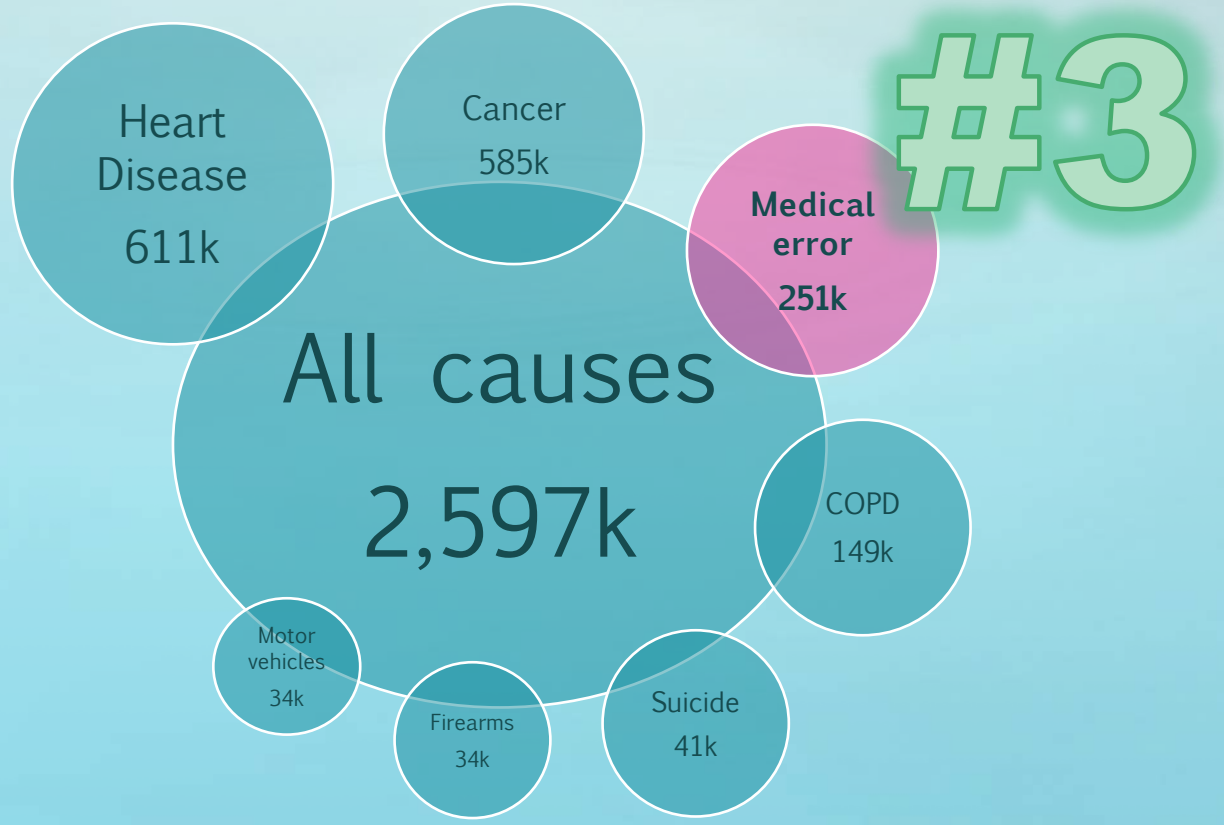
The Case for Care for the Colleague

What is the Second Victim Experience?

- Potential impact
  - Disrupted sleep
  - Guilt, anger, shame, depression
  - Anxiety, worrying thoughts
  - Impaired judgment and concentration
  - Burnout
  - Decreased job satisfaction – leaving the profession
  - Increased likelihood of committing 2nd medical error
  - Other symptoms of trauma (e.g., nightmares, hypervigilance, physiological arousal, digestive upset)

Medical Errors

Causes of death, US, 2013



Adapted from Physician's Weekly, 2016

Malpractice Lawsuits
2017 Medscape Report

55%

Named in a lawsuit

40%

3 or more years to resolve

Levy & Kane, 2017

Mediators of Second Victim Experience

Interaction between cultural and individual factors

Cost-Benefit Analysis: Cost Savings

- RISE at Johns Hopkins
  - 1 year period
  - 1,000 bed hospital

$22,576 saved per nurse

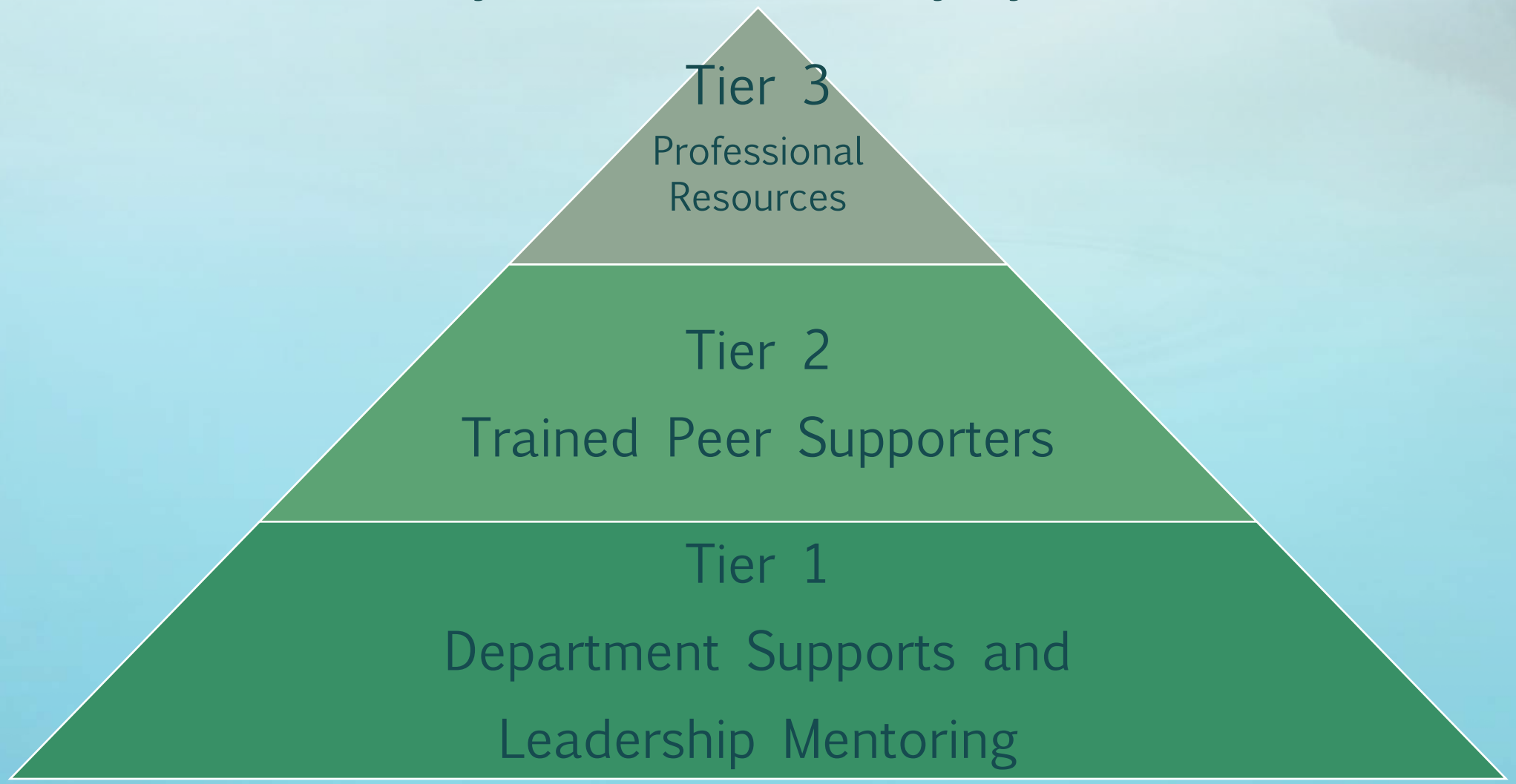
$1.81 million projected annual savings

Moran et al., 2017

Basic Structure

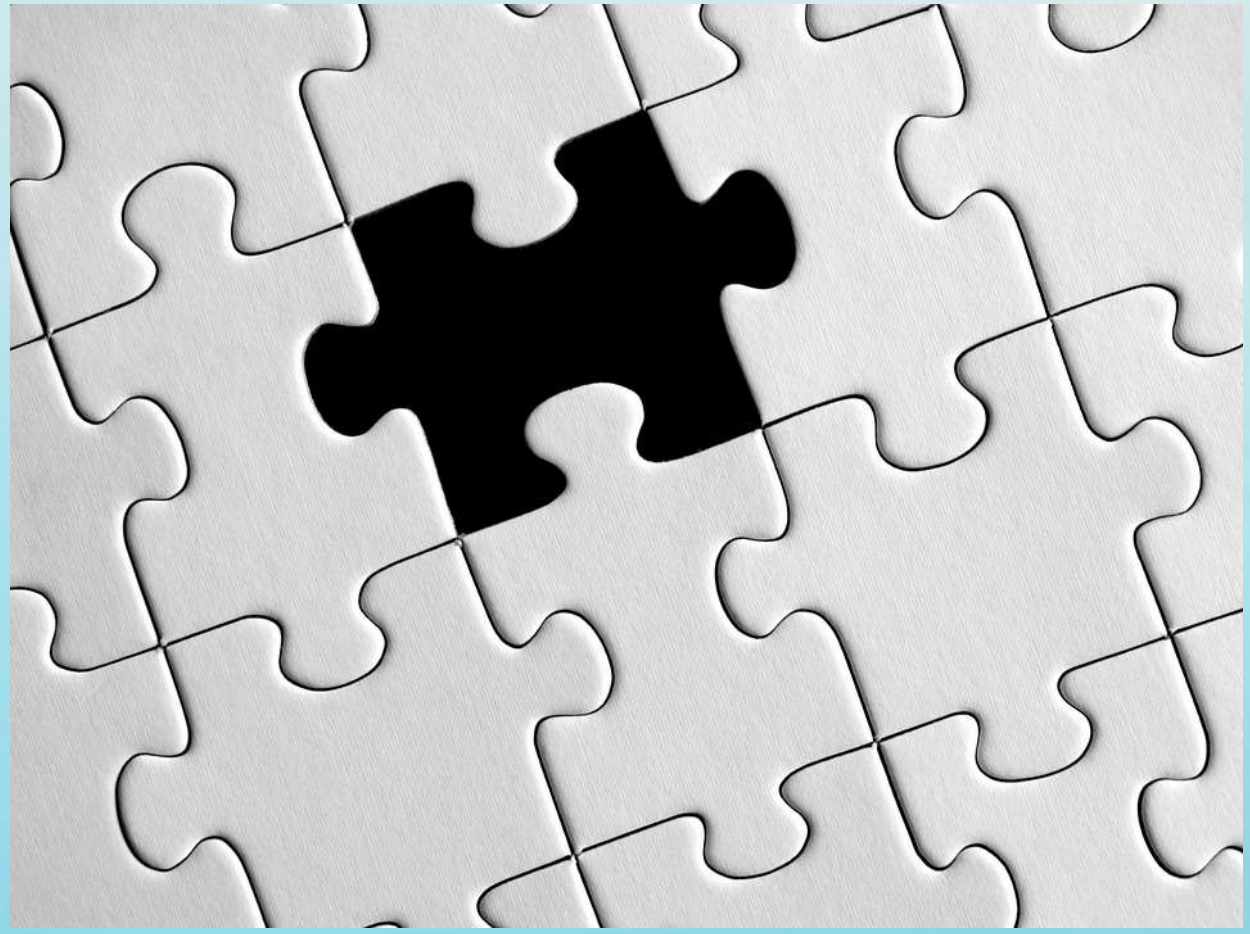
Clinician Support Model

ForYOU at University of Missouri Healthy System



ForYOU Three-Tier Structure. (Hirschinger, Scott, & Hahn-Cover, 2015)

What is missing from the picture?



400

Annual Physician Suicides

Andrew & Brenner, 2015

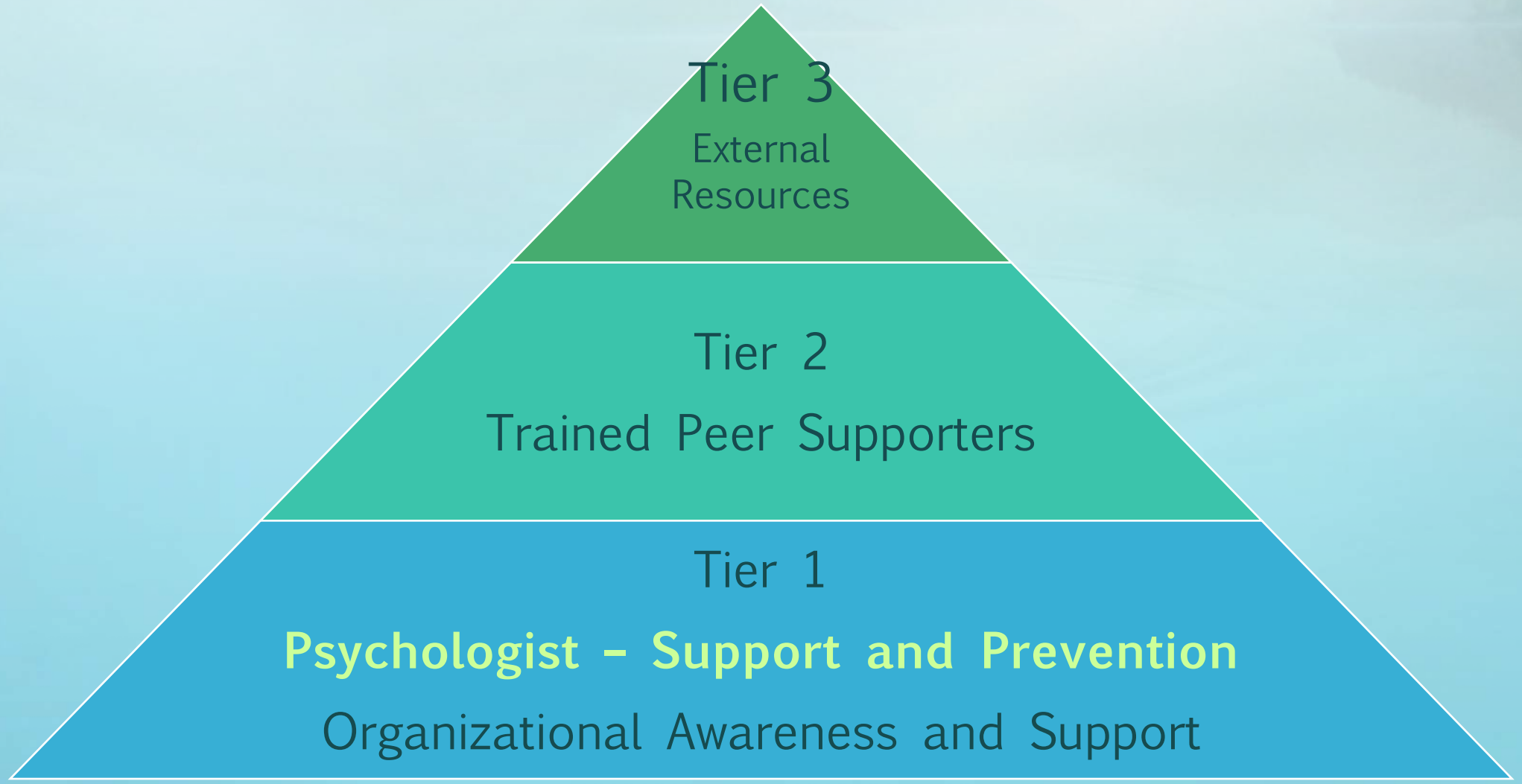
An estimated

50%

Of Physicians have 2nd Victim Experience

Seys at al., 2012

Confluence Health's Care for the Colleague Model

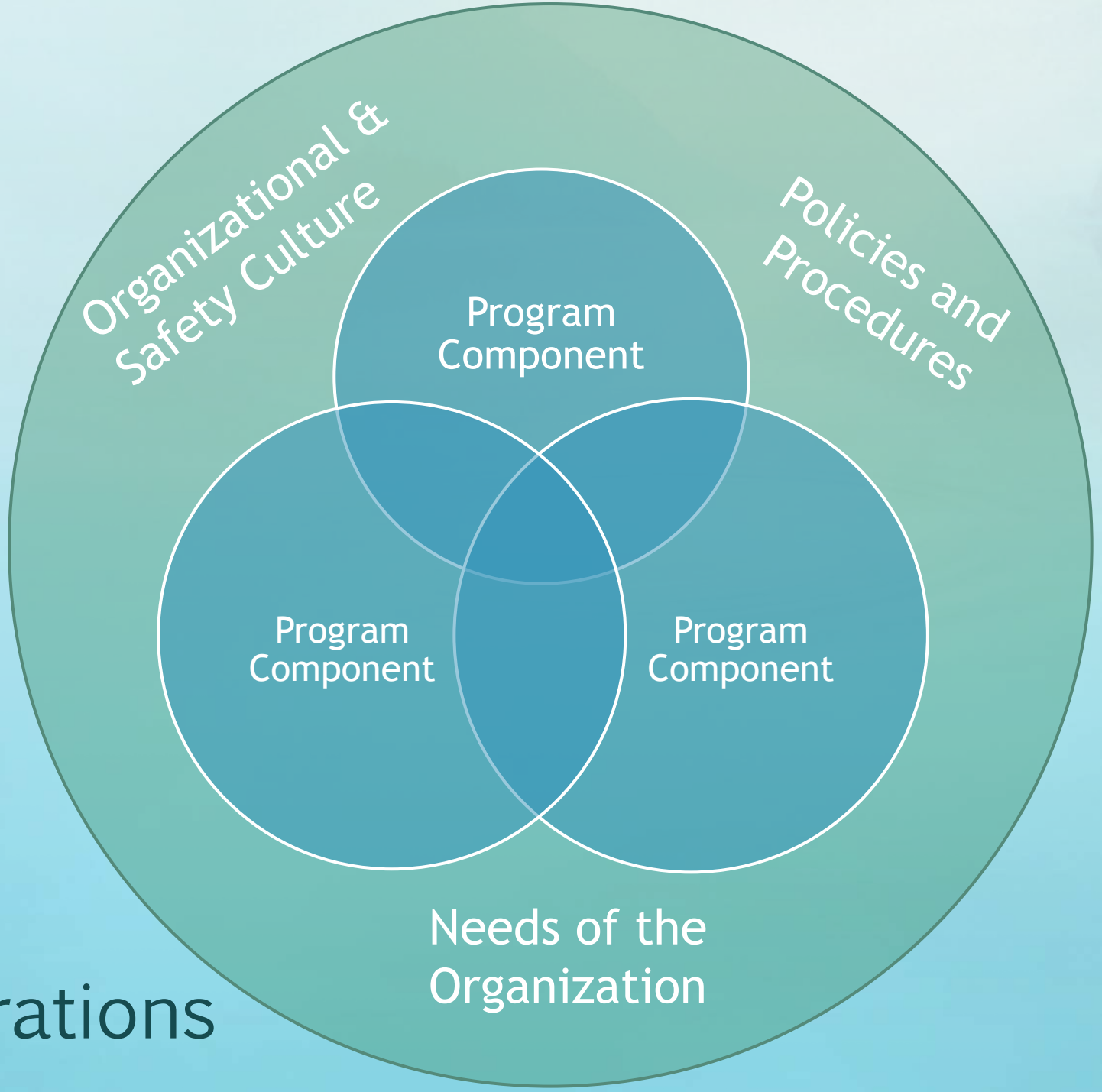


Psychologist's Role: BESIDE Coach

- Coordinate Care for the Caregiver Program
- Immediate psychological interventions—Individual and Group
- Ongoing support, especially for litigation
- Evaluate fitness for duty
  - Individual, supportive accommodations
- Design and conduct Peer Supporter Trainings—Ongoing support
- Organization-wide prevention
- Evaluate program effectiveness

Defining and Designing

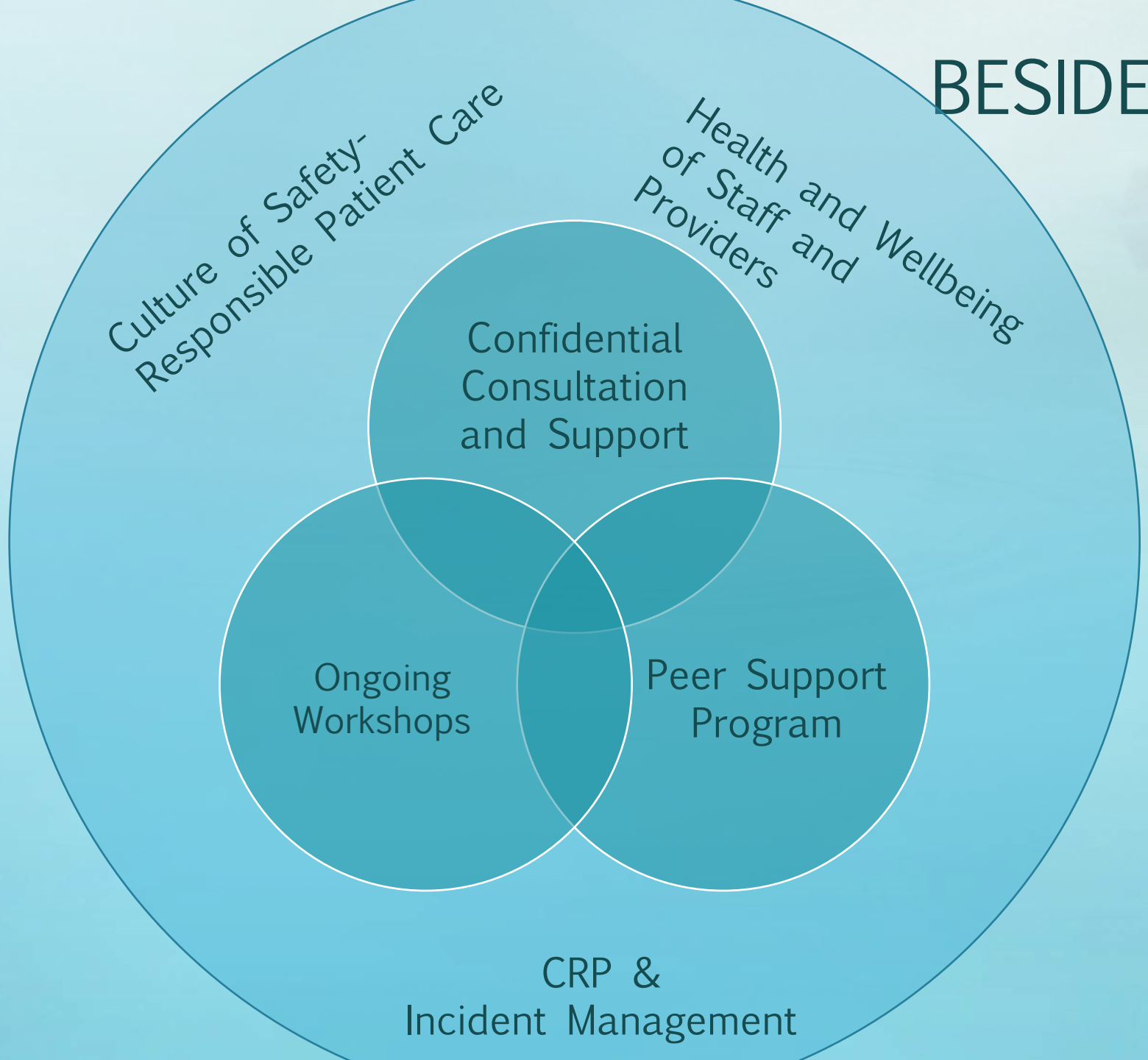
Design Considerations



Designing a Care for the Colleague Program: Looking to Other Programs

Swaddle at Scott & White Healthcare in Central Texas

BESIDE Program Structure

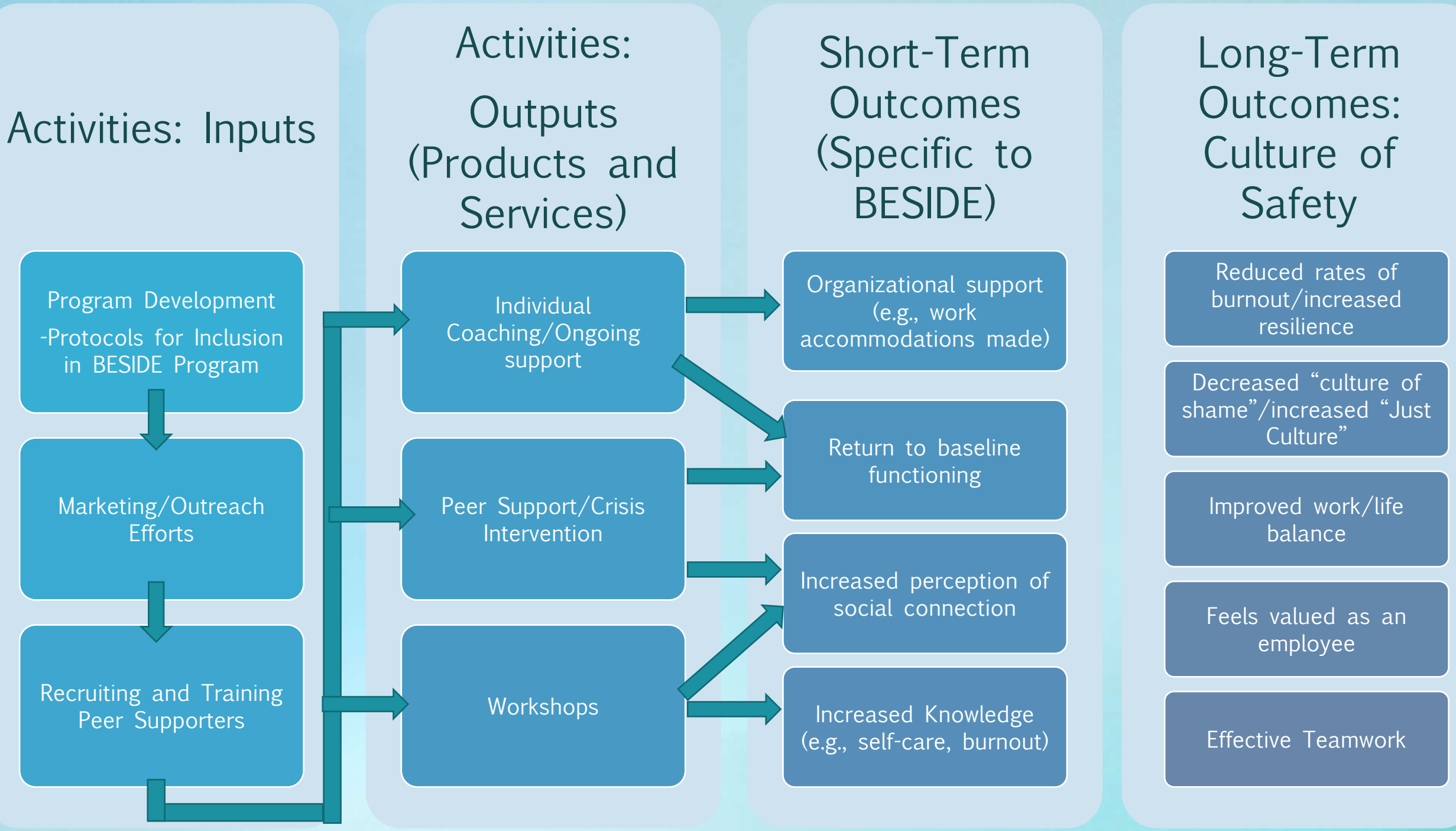


Designing and Implementing Care for Colleague

- Clinician Support Toolkit for Healthcare via Medically Induced Trauma Support Services (MITSS)
- Agency for Healthcare Research and Quality (AHRQ) Care for the Caregiver Program Implementation Guide found in their Communication and Optimal Resolution (CANDOR) Toolkit
- Building a Clinician Support Program, Assessment Worksheet/Planner via Susan Scott at University of Missouri Health Systems
- Second Victim Experience and Support Tool (SVEST)
  - Pre- and post-test

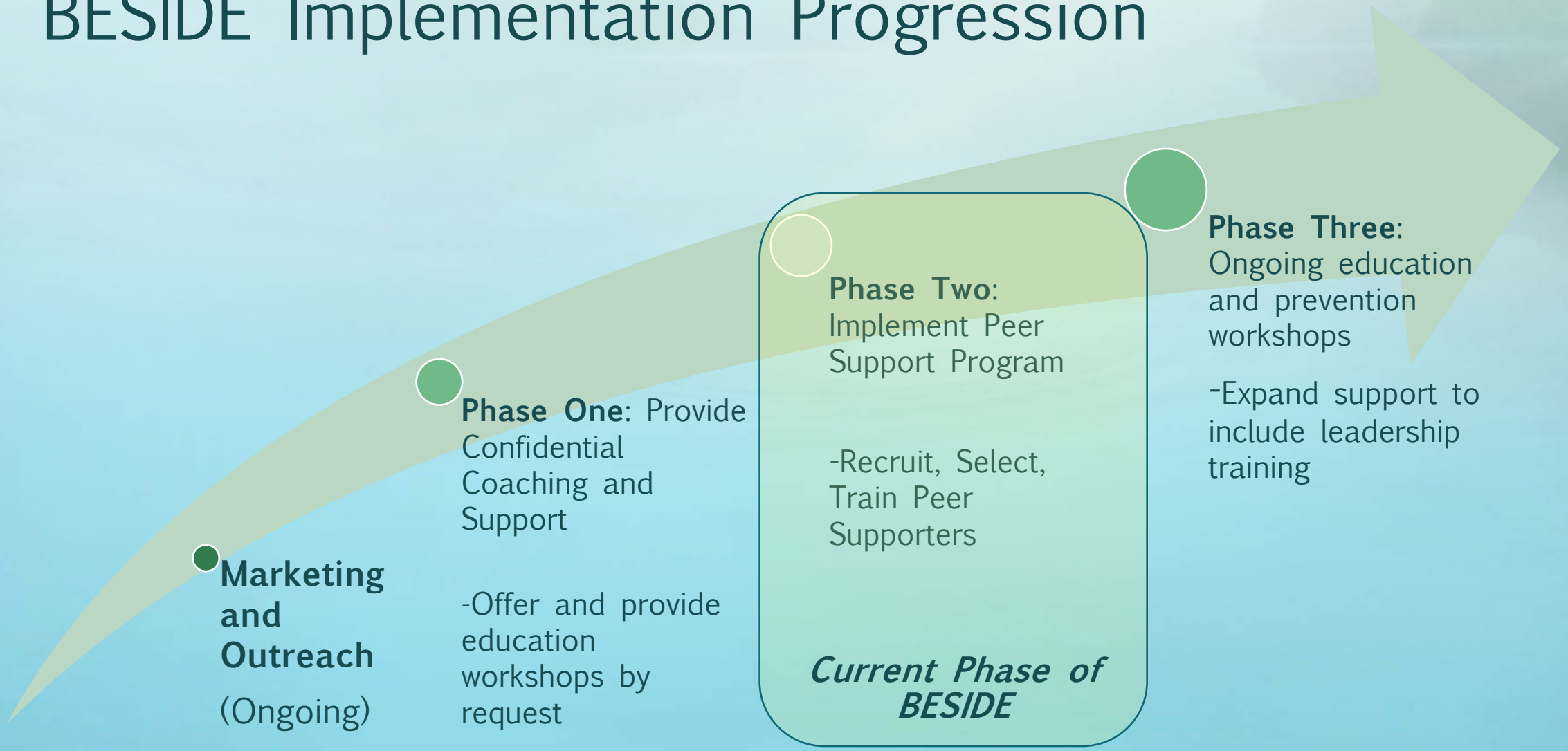
AHRQ Communication and Optimal Resolution Toolkit: 6 Domains

1. Internal Patient Safety Culture Preparedness.
2. Identify 'Natural' Second-Victim Supporters.
3. Establish Team Infrastructure.
4. Develop Internal Marketing Campaign for Response Team.
5. Establish Training Program for Second-Victim Supporters.
6. Ensure Team Effectiveness.


Activities: Inputs
Program Development
-Protocols for Inclusion in BESIDE Program
Marketing/Outreach Efforts
Recruiting and Training Peer Supporters
Activities:
Outputs (Products and Services)
Individual Coaching/Ongoing support
Peer Support/Crisis Intervention
Workshops
Short-Term Outcomes (Specific to BESIDE)
Organizational support (e.g., work accommodations made)
Return to baseline functioning
Increased perception of social connection
Increased Knowledge (e.g., self-care, burnout)
Long-Term Outcomes: Culture of Safety
Reduced rates of burnout/increased resilience
Decreased "culture of shame"/increased "Just Culture"
Improved work/life balance
Feels valued as an employee
Effective Teamwork

Implementation

BESIDE Implementation Progression



Marketing and Outreach

(Ongoing)

Phase One: Provide Confidential Coaching and Support

-Offer and provide education workshops by request

Phase Two: Implement Peer Support Program

-Recruit, Select, Train Peer Supporters

Current Phase of BESIDE

Phase Three: Ongoing education and prevention workshops

-Expand support to include leadership training

Implementing a Care for the Colleague Program

- A Lesson Learned from:

RISE at Johns Hopkins

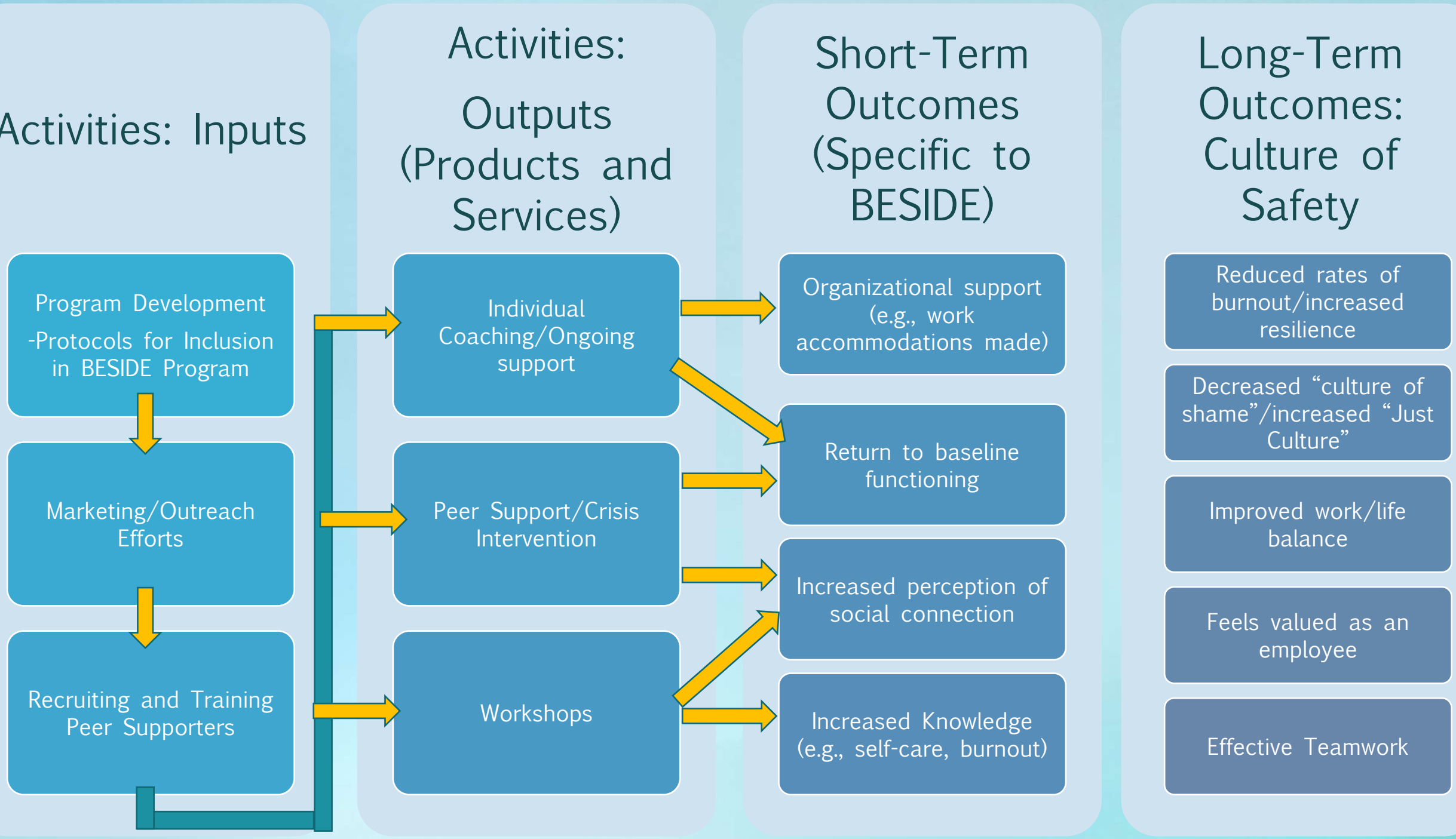
119 calls in first 52 months

Edrees et al., 2016

Implementing a Care for the Colleague Program

Unidentified Needs

Evaluation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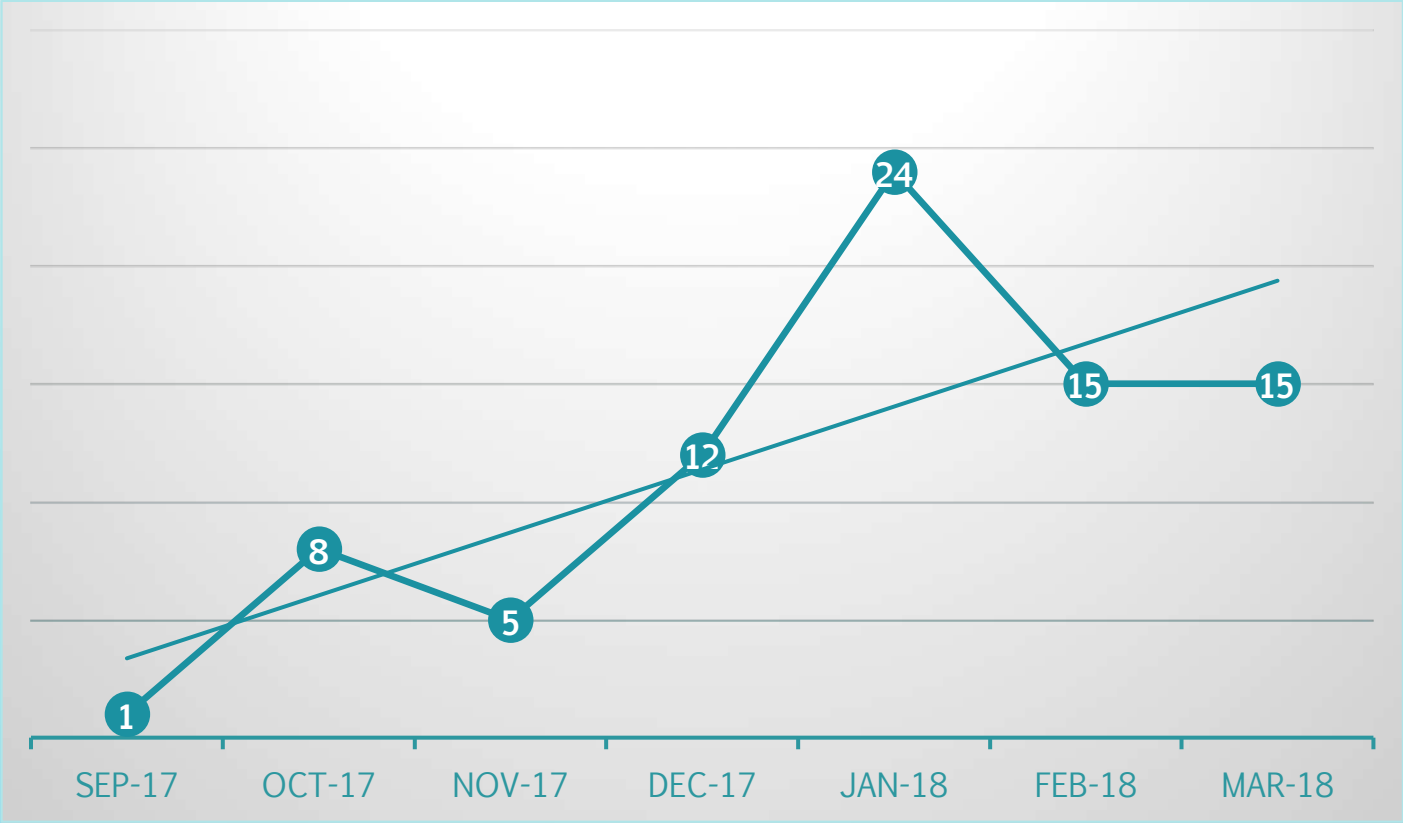
Input: Program Development and Processes

- Informal feedback about process of getting support and ease of access

- Continuous self-evaluation: What can we improve?

Input: Marketing and Outreach Efforts

- Tracking outreach
  - Departments
- Overall calls requesting services
- Routinely asking,
  - "How did you hear about BESIDE?"
- Interest in Peer Support



Calls for all BESIDE Services Requests September 2017 through March 2018

Products and Services: Number of Services Provided

Individual Coaching	· 53 sessions · 26 individuals
Group Crisis Debriefing	· 7 debriefings · 64 individuals
Workshops	· 15 workshops · 167 attendees

Tracking Peer Support Services

BESIDE Program

Peer Supporter Encounter Form

Peer Supporter: _____ **Date of Encounter:** _____

Peer: _____ **Peer's Department:** _____

Peer's Position: _____

Topics Discussed:

- ☐ Informed about confidentiality and its limits
- ☐ Normalized trauma response
- ☐ Coping skills/relaxation
- ☐ Social support/Community Resources
- ☐ Set goals (specify below)
- ☐ **CRISIS:** Instructed to go to ER for suicidal expressions and provided crisis number **509-662-7105** for Chelan/Douglas Counties, **509-826-6191** for Okanogan County, or **509-765-1717** for Grant County
- ☐ Other: _____

Referrals made to:

- ☐ Not Needed
- ☐ BESIDE Program Coach, for consultation
- ☐ Employee Assistance Program
- ☐ Different Peer Supporter
- ☐ Outside referral requested

Actions taken for suicidal or homicidal expression, reports of abuse, patient safety concerns, or severely unethical behavior:

- ☐ Called:
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- ☐ Called 911 (Call 911 when there is **imminent** suicidal or homicidal threat)
- ☐ Called CPS or APS

Immediate needs or requests: _____

_____

Goals set: _____

_____

Follow up: ☐Not needed

☐Scheduled for: _____

Short-Term Outcomes: Workshop Survey

1) Overall, I would rate my satisfaction with the BESIDE Program Presentation as:

Very satisfied | Somewhat satisfied | Neutral | Somewhat dissatisfied | Very dissatisfied

2) I would rate the presenter's ability to maintain my interest as:

Excellent | Very Good | Good | Fair | Poor

3) I learned at least one thing that I plan to use in my life.

Strongly agree | Somewhat Agree | Neutral | Disagree | Strongly Disagree

4) **The presenter was able to answer questions effectively.**

Strongly agree | Somewhat Agree | Neutral | Disagree | Strongly Disagree

5) How likely are you to recommend BESIDE Program Presentation to a colleague?

Very likely | Somewhat likely | Neutral | Somewhat unlikely | Very unlikely

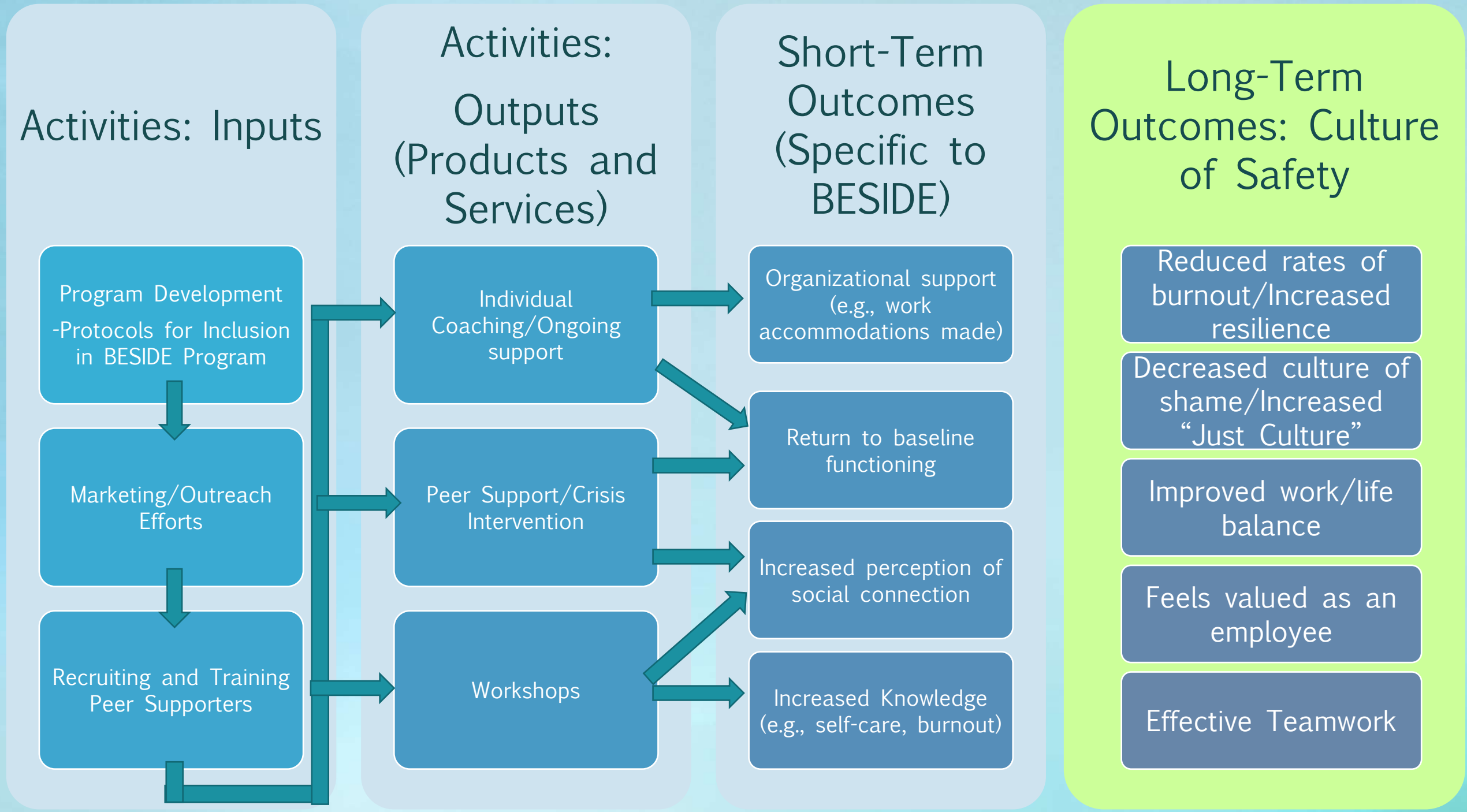
We welcome additional comments about the BESIDE Program.

6) **Please tell us what we did well** _____

7) **What we can do better?** _____

Lesson Learned: Balancing Act

Author: Leandro Inocencio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Long Term Outcomes

Questions?
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