

Executive Summary October 24, 2019 QPSC

Topic: Care for the Caregiver Program

Introduction

Care for the Caregiver is a domain of the BETA HEART program that seeks to increase the awareness of the physical and emotional toll that an unanticipated harm event has on healthcare providers and outlines a process for providing emotional support to patient-facing staff.

Background

One in seven staff is emotionally affected by a patient safety event. Emotionally traumatized caregivers frequently express feelings of isolation that can lead to a withdrawal from communication with their colleagues, which can affect team engagement. When communication amongst team members suffers, morale declines, and patient safety is at greater risk. Those suffering alone may experience an adverse impact personally and professionally; eventually resulting in burnout or leaving the profession altogether. Those leaving the workforce drive staff turnover, staffing shortages, and increase in the percentage of inexperienced staff.

Benefits

- Immediate and ongoing support and encouragement from peers and supervisors
- Participation in an open discussion in a non-judgmental manner
- Provide resources to assist individuals requiring more extensive support
- Receive 2% incentive reimbursement from insurance premium for successful system-wide implementation
- Ensure that the individuals involved or associated with a harm event do not go home feeling isolated or suffering alone, but rather are offered emotional support soon after the event

Short Term Goal-Pilot in the Highland Emergency Department

- Most resources in place for limited pilot
- Train Peer Supporters
- Protect provider time for training
- Adjust Patient Safety Workflow
- Identify “Safe” or Wellness space

Long Term Goals

- Organizational commitment to providing the necessary funds and resources for system-wide program development, i.e. necessary space for provider and staff wellness space, a minimum of 1.0 FTE for Program Lead, budget for marketing/training materials
- Improve staff and patient outcomes through Culture of Safety and Care for the Caregiver-Competing priorities within the organization (i.e., EPIC implementation)
- Support provider retention and well-being

Barriers

- Limited provider wellness program and Patient Safety resources (i.e. Current .25 FTE Program Lead, 0 FTE allotted from a Patient Safety Co-Lead)

- Lack of a “safe place” to decompress or hold a discussion with a peer supporter (need location to decompress and get peer support in a safe and supported environment – i.e. 9th floor ACT)

Conclusion

Organizations that do not recognize the importance of supporting caregivers after an emotionally charged or patient harm event may experience a cascade of unintended consequences. Organizations committed to a culture of patient safety must recognize the emotional aftermath of a harm event and take active measures to provide aid to the emotionally wounded team member. Care for the Caregiver will enrich AHS’s culture of safety by increasing staff morale, increasing patient safety, and supporting AHS’s bottom line.

Care for the Caregiver

Lisa Rosequist, Ph.D.

Director of Physician and Resident Wellness

Jan Robertson

Patient Relations Manager, Patient Safety Department



Care for the Caregiver

Process for providing emotional support to staff after a harm or traumatic event with a goal of decreasing the toll the event may have on those involved

- A domain of the BETA HEART program
- Financial incentive/reimbursement (2% of premium) for system-wide implementation

Impact of Trauma on Providers

- 1 in 7 staff is emotionally affected by a patient safety event
- 50% of healthcare providers will experience the second victim phenomenon at least once in their career
- 400 physicians commit suicide annually

The effects of the “second victim syndrome,” a twin casualty of any significant medical mistake....



After a patient safety or a traumatic event, the involved providers/staff may want:



Formal
and
informal
emotional
support

Prompt
debriefing
for
individual
or team

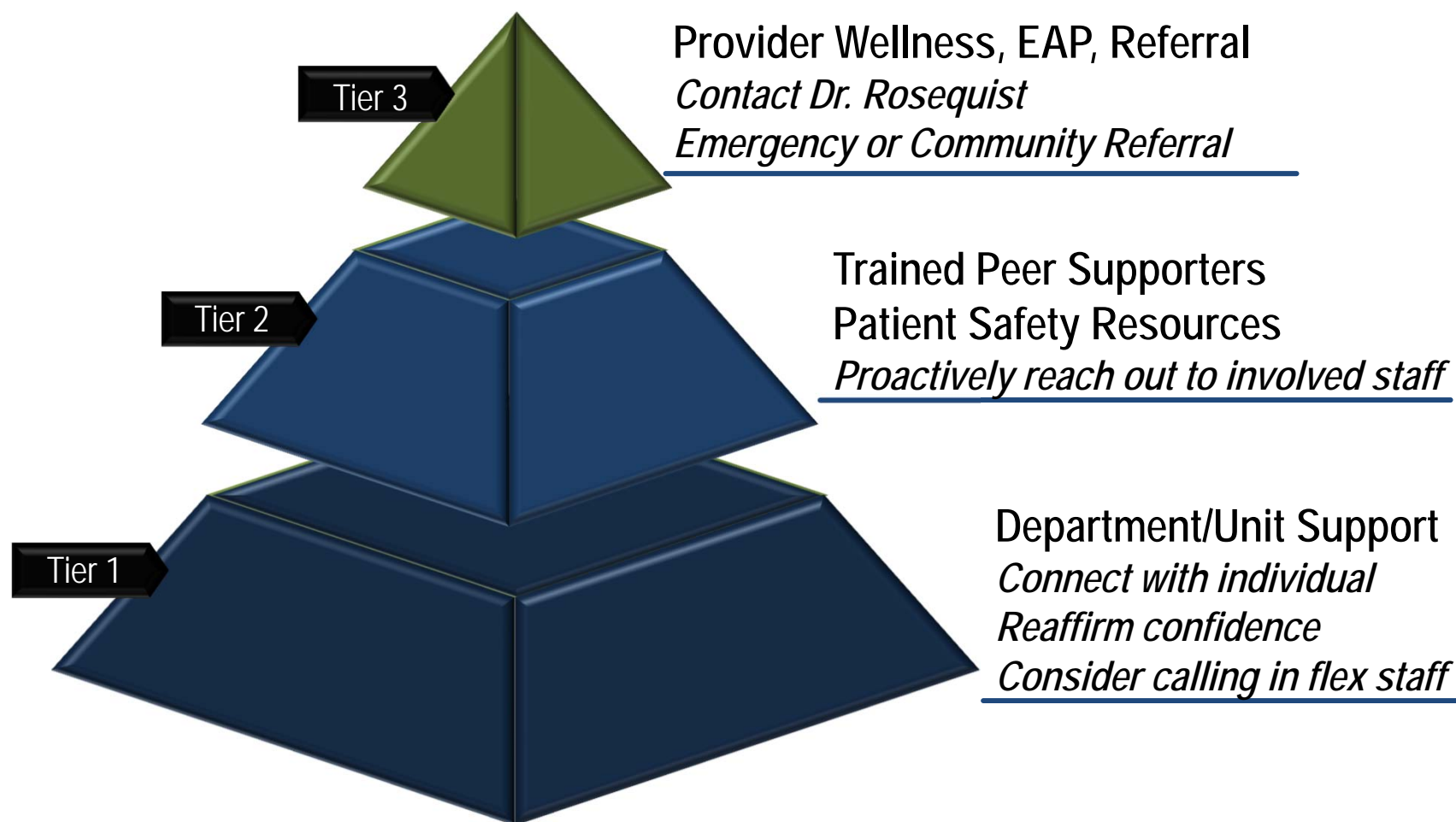
Opportunity
to take time
out from
clinical
duties

Help talk
with
patient
and/or
family

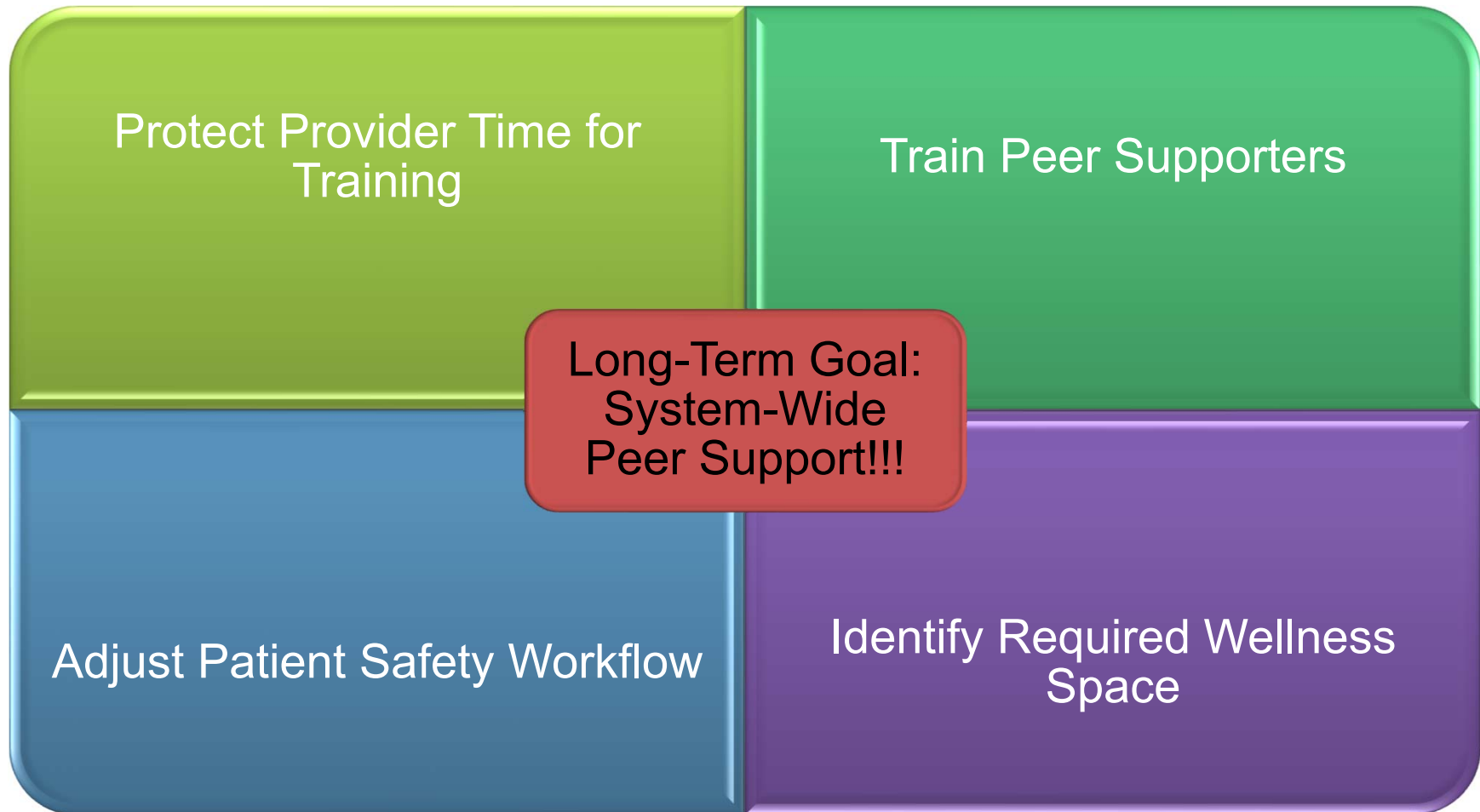
Clear and
timely
information
about any
review
processes

Last but not
least -
Remain a
trusted
member of
the team!

Care for the Caregiver- Peer Support Strategies/ Interventions



Short-Term Goal: Pilot Highland ED



Long Term Goals

Organizational Commitment

Resources, Funding, Structure

Improve Staff and Patient Outcomes

Improve Staff/Provider Retention and Well-Being

Dedicated Wellness Spaces

“AHS PEERS”

[illegible]