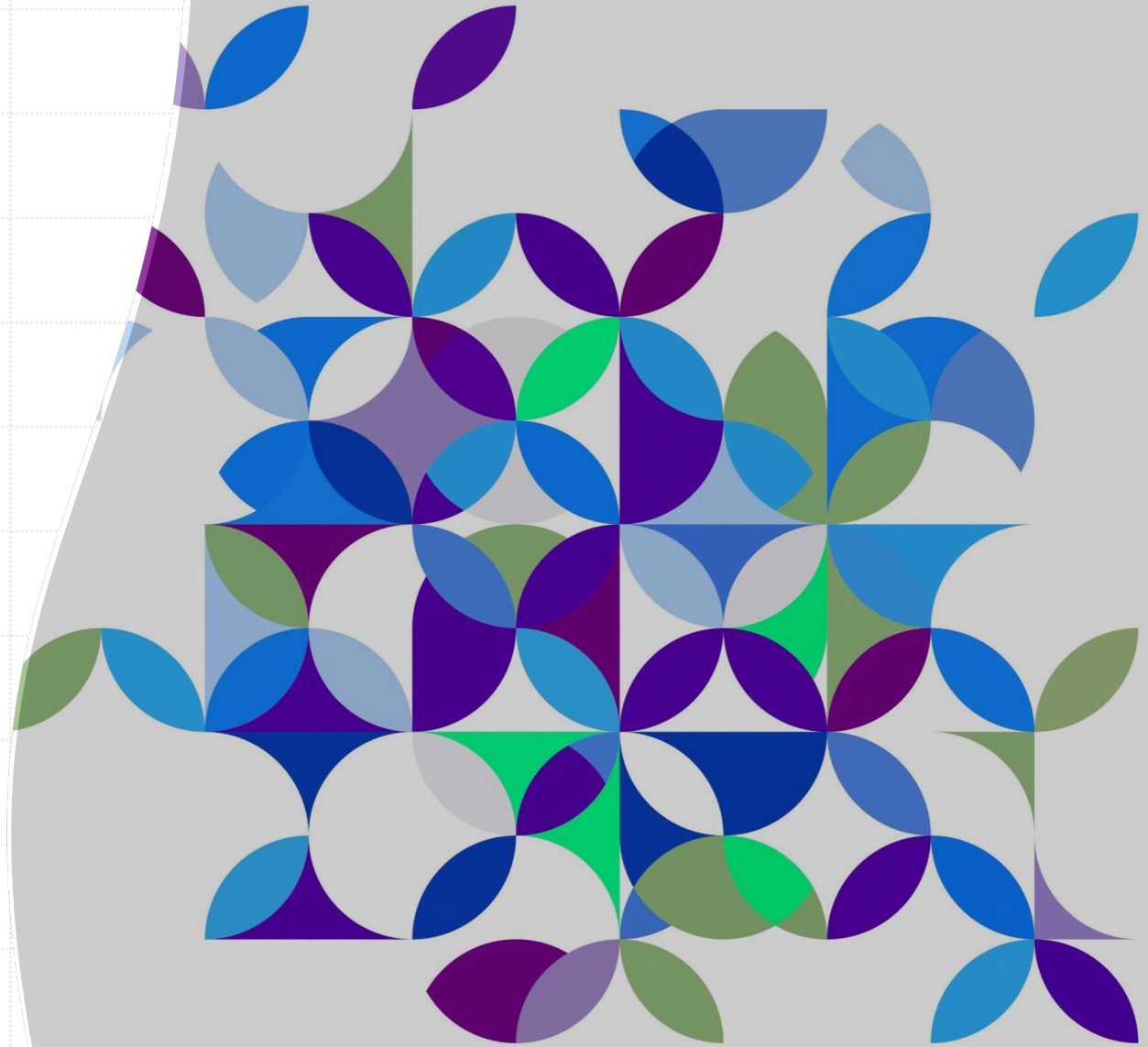


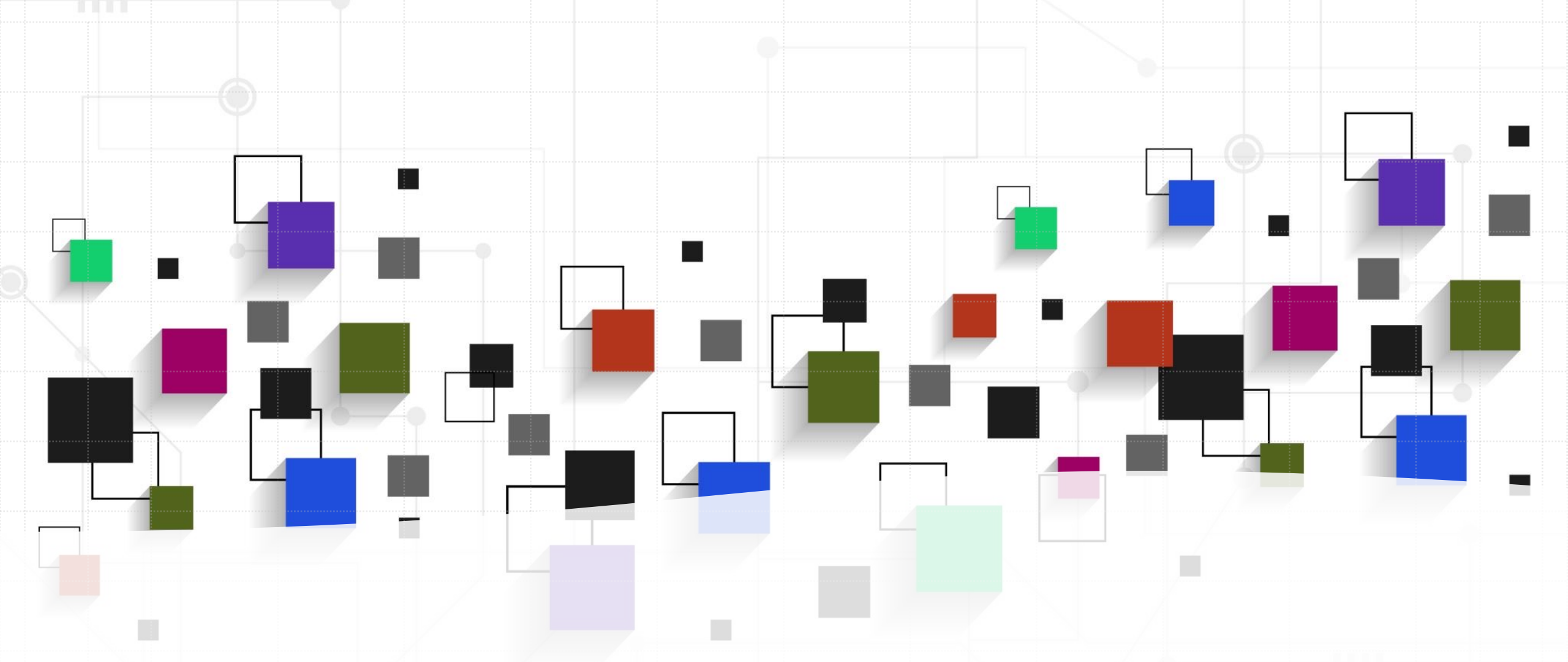
University of
Utah Health

Peer Support

Jake Van Epps, PhD

Director of Peer Support Programs





What is Peer Support?

Clinically Related Adverse Events





Adverse events can
result in:

Burnout

Self-doubt

Fear

Attrition

Greater risk for error

PTSD/OCD/Depression

Feeling Supported Makes a Difference for the Whole Team



Lower burnout climate

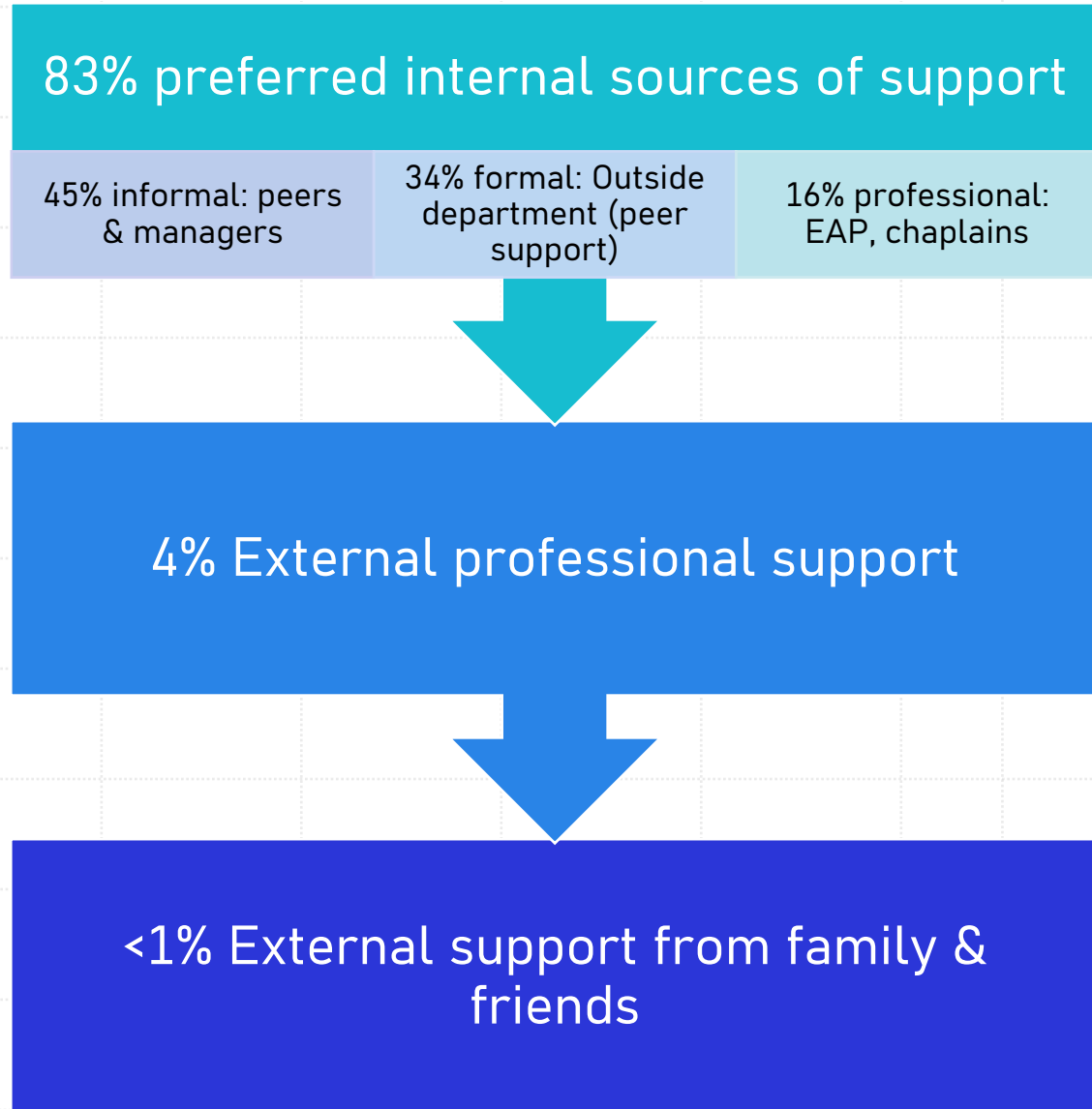


Better teamwork



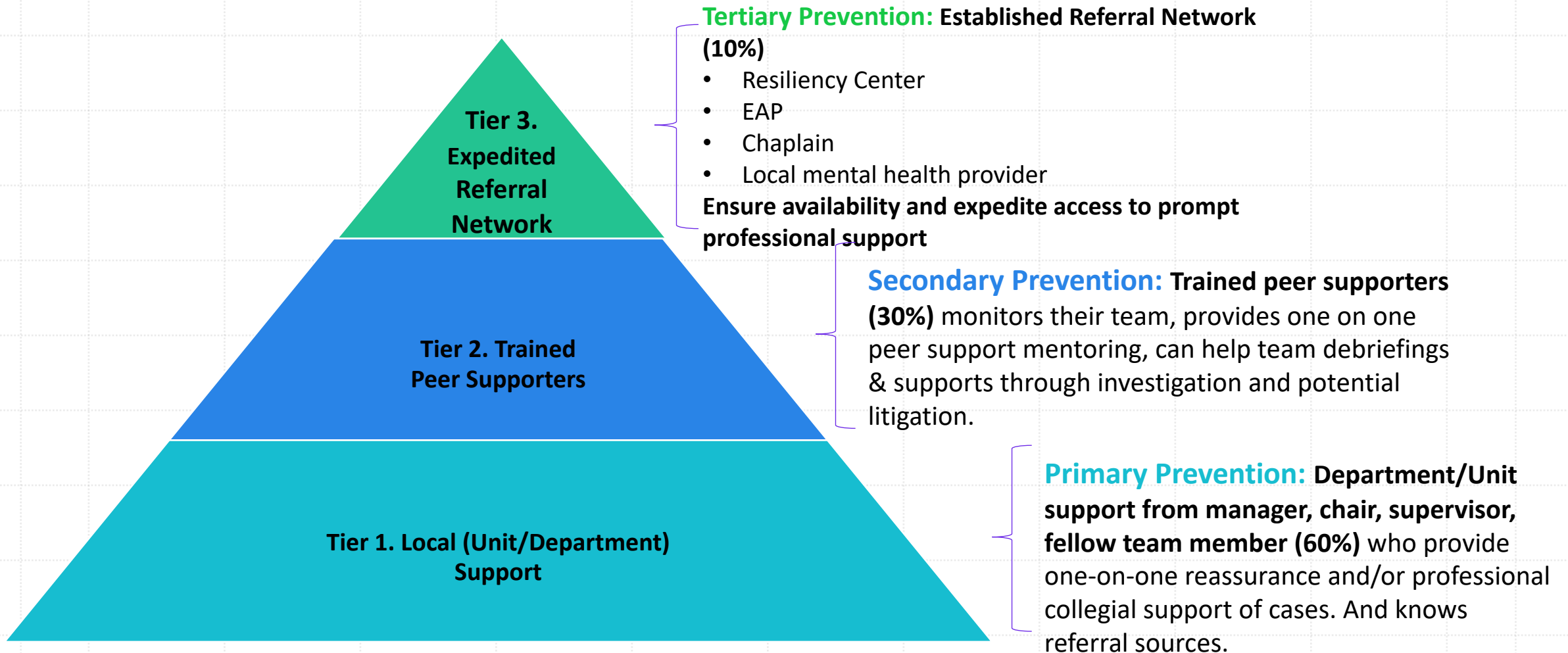
Better patient safety culture

Preferred Sources of Support



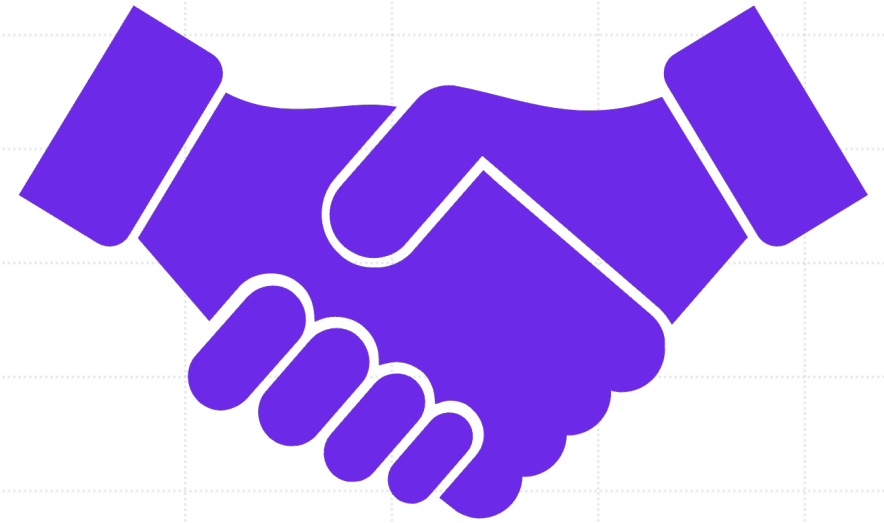
▪ Scott, S. D., Hirschinger, L. E., Cox, K. R., McCoig, M., Hahn-Cover, K., Epperly, K. M., Phillips, E. C., & Hall, L. W. (2010). Caring for Our Own: Deploying a Systemwide Second Victim Rapid Response Team. *The Joint Commission Journal on Quality and Patient Safety*, 36(5), 233-240. [https://doi.org/10.1016/S1553-7250\(10\)36038-7](https://doi.org/10.1016/S1553-7250(10)36038-7)

Scott's Three-Tiered Model of Interventions to Support Caregivers Who Experience Adverse Outcomes



Formal Peer Support

“Is support from a peer who understands the pressures of navigating challenging circumstances and is trained with effective listening and responding skills to help others do the same. Peer supporters can also connect you with other organizational resources that may be helpful.”



Training



Stress First Aid/ Adverse event reactions



Recovery strategies for stress injuries



Supportive listening skills/Emotional Validation



Knowledge of resources

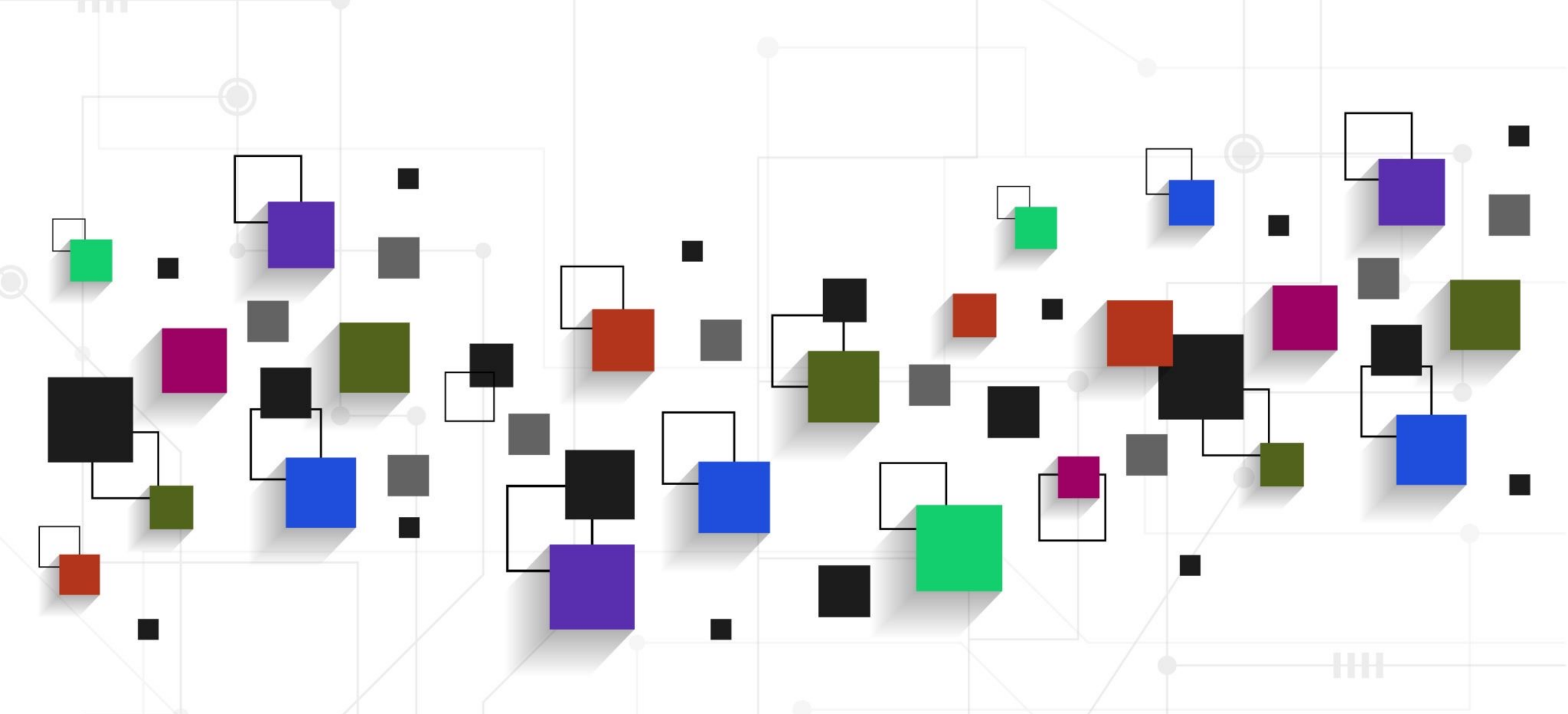
Training



Tier 1 (Local Peer Support): 30–50-minute training – often for teams at location or leader groups (Request)



Tier 2 (Volunteer Peer Responders): 2-hour training at RC plus quarterly skills practice (Register)



What does it look like at the U?

7.1.2022 – Current



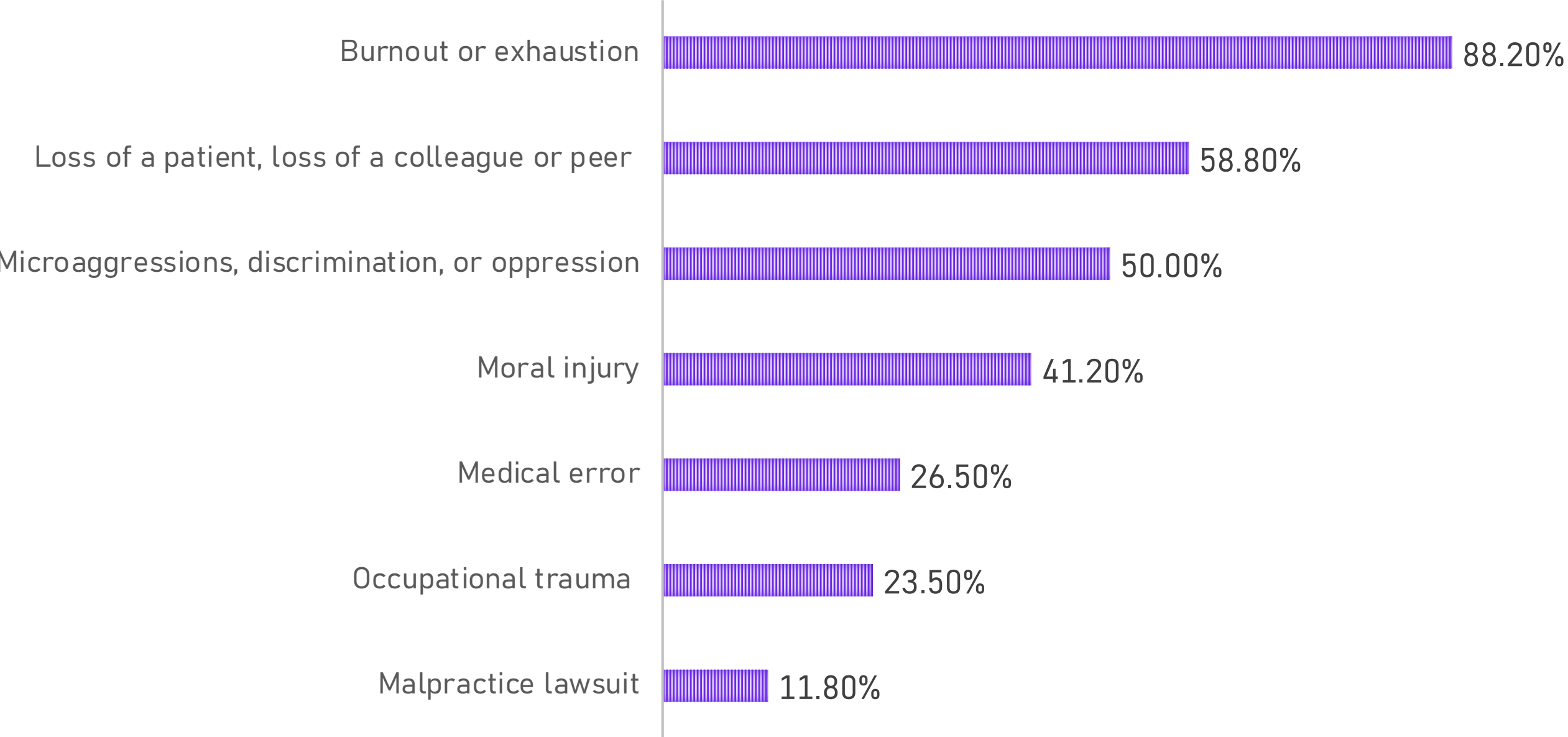
20 Tier 1 Trainings reaching
792 faculty and staff

27 Trainings

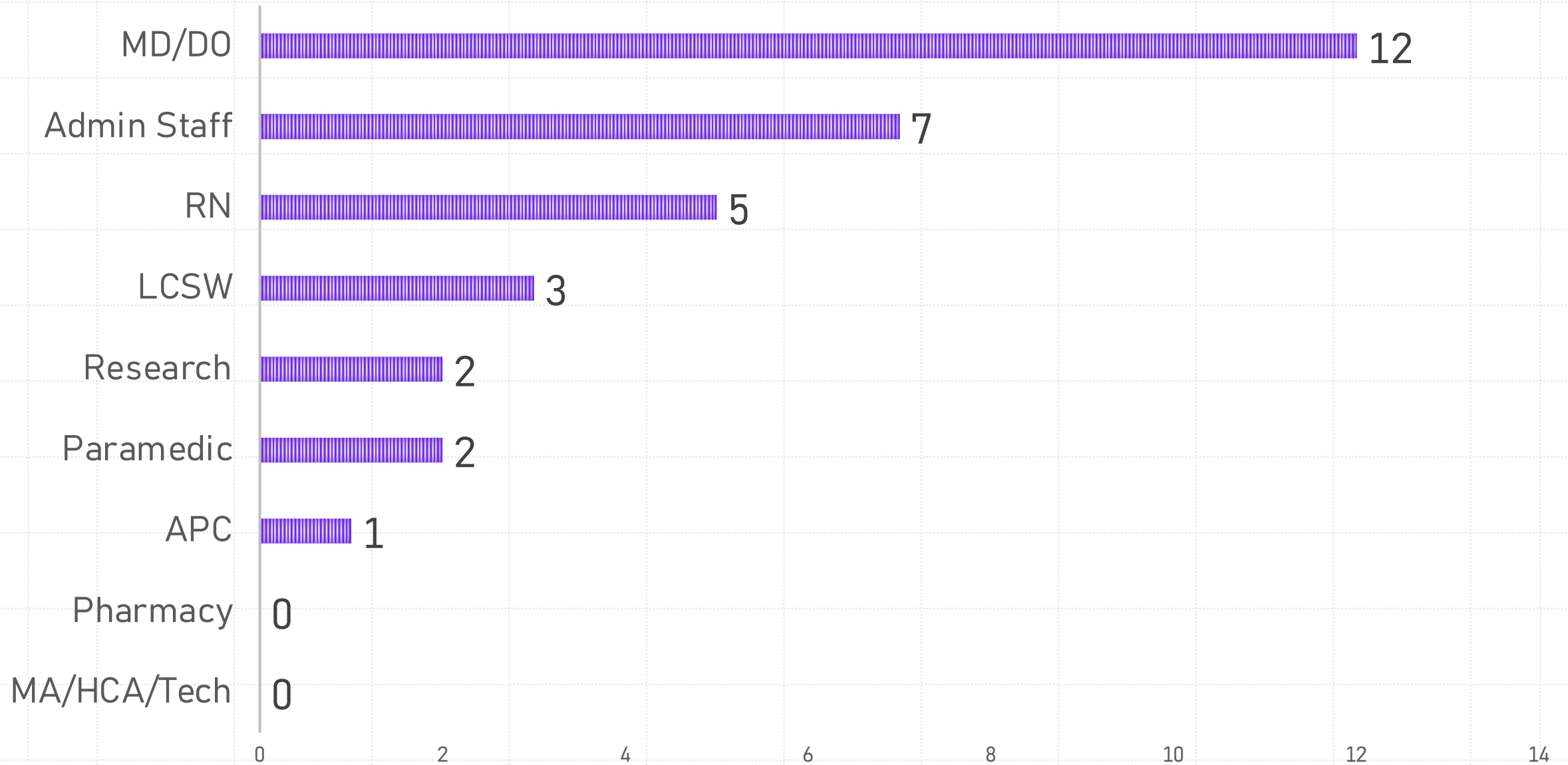


7 Tier 2 trainings reaching 70
individuals, 37 of which are in
the volunteer pool

EXPERIENCES REPRESENTED IN VOLUNTEER POOL



ROLES REPRESENTED IN VOLUNTEER POOL (37)

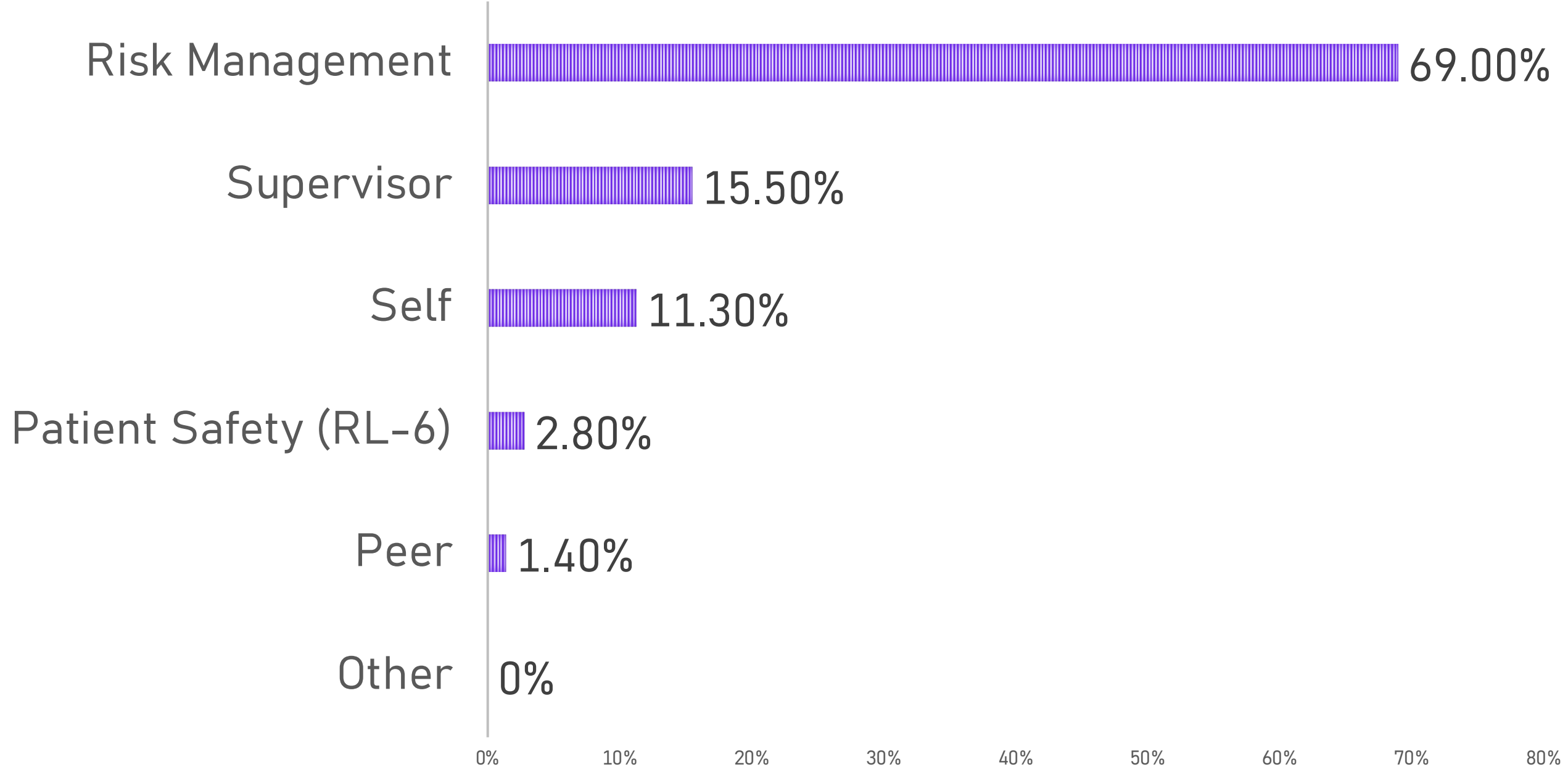




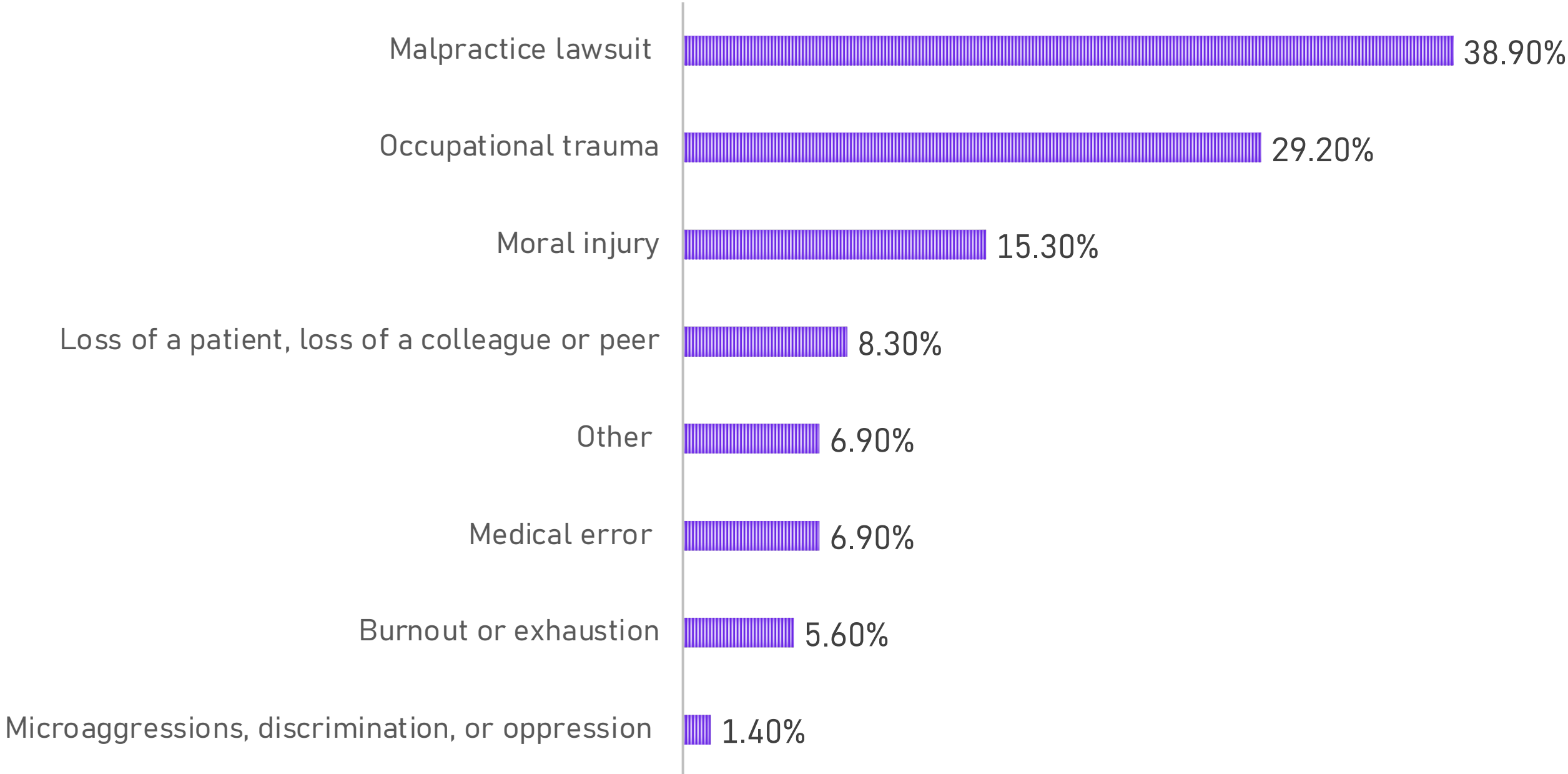
Referrals Between 11.11.2022 – 9.17.2023

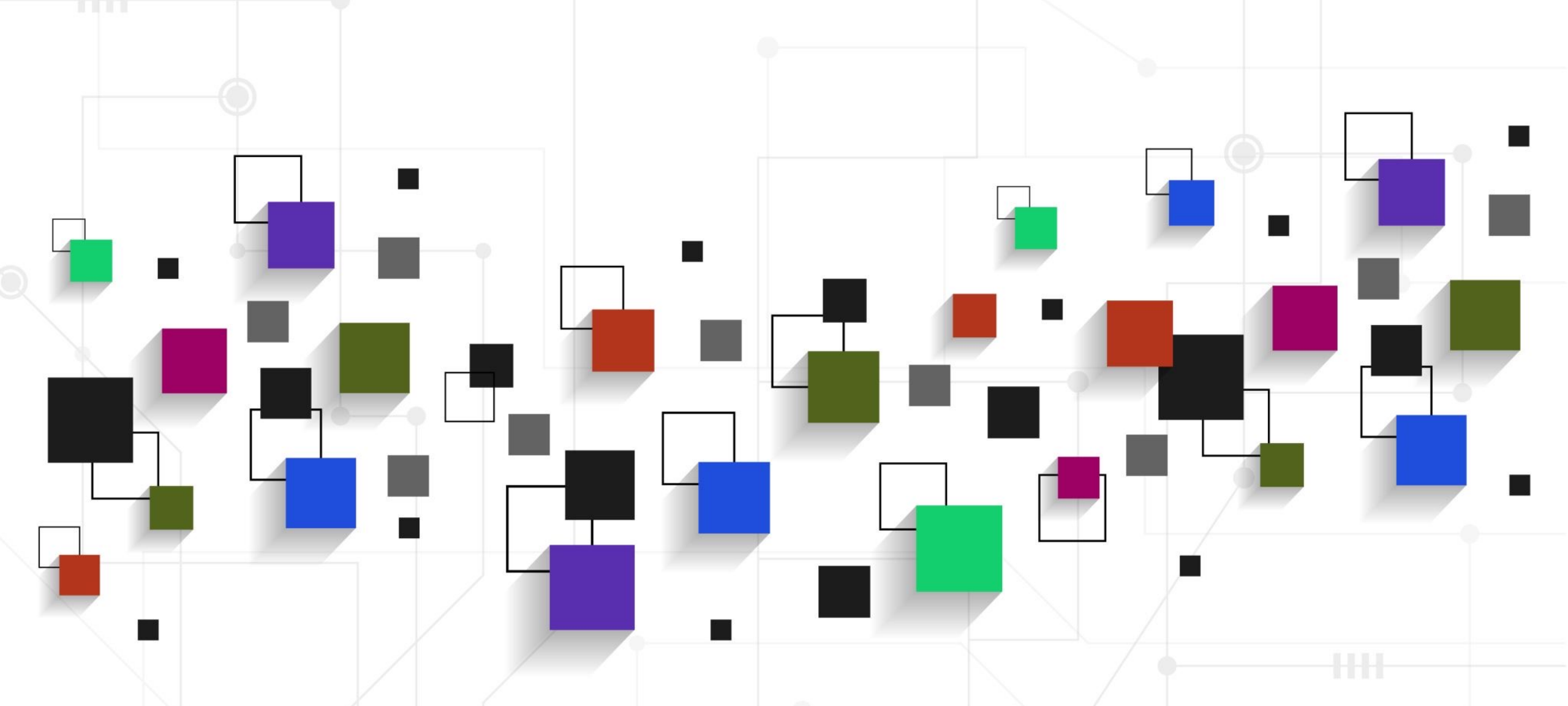
- 69 referrals
 - 19 responses
 - 7 peer support requests
 - 9 Individual consultation
-
- Averaging 7 Referrals a Month
 - Averaging 2 people utilizing support per month

REFERRAL SOURCE



REFERRAL REASONS





How do I access it or get training?

Making a Referral to Peer Support



an initiative from **U HEALTH** UNIVERSITY OF UTAH

ACCELERATE
LEARNING COMMUNITY

HOME EQUITY IMPROVEMENT LEADERSHIP **RESILIENCE** SEARCH

An illustration showing two hands, one brown and one light green, holding two interlocking puzzle pieces (one orange, one blue) against a white circular background on a light orange surface.

RESILIENCE    

Peer Support Toolkit

The Resiliency Center uses a peer support model to provide increased institutional support for UUH employees during, or after, adverse clinical events and other stressful situations. Jake Van Epps and Megan Call share resources for joining the Peer Support Program and helping others process and cope with trauma.

By Jake Van Epps and Megan Call

Sep. 16, 2022 | 6 resources

<https://accelerate.uofuhealth.utah.edu/resilience/peer-support-toolkit>



Peer Support Referral Form

Please complete the following form to refer an individual for Peer Support Services. If you have questions, please reach out to the Resiliency Center (resiliencycenter@hsc.utah.edu | 801.213.3403).

Are you referring an individual or group for support through the Resiliency Center?

* must provide value

Individual

Group

reset

Is this referral for an individual AirMed staff member or AirMed group?

* must provide value

Yes

No

reset

What is your role in relation to the individual or group you are referring for Peer Support?

* must provide value

Self-referral

Supervisor

Colleague/Peer

Risk Management

Patient Safety

Other

reset

What is the name of the individual or group you are referring for Peer Support? (Your name if you are self-referring.)

* must provide value

What is the department of the individual or group you are referring to Peer Support services? (Your department if you are self-referring.)

* must provide value

What is the reason for your referral (check all that apply):

* must provide value

- Occupational trauma (e.g., experiencing or witnessing work-related life-threatening events, suffering, unexpected death, patient violence, or other adverse events)
- Loss of a patient, loss of a colleague or peer
- Moral injury (i.e., witnessing or doing something that goes against your core set of morals or values)
- Malpractice lawsuit
- Medical error
- Microaggressions, discrimination, or oppression
- Burnout or exhaustion
- Other

Please provide a brief description of incident.

Expand

Is there any other information you would like us to know?

Expand

Submit

Recognize	Check	<ul style="list-style-type: none"> Assess immediate risks to physical and psychological safety. Assess current level of distress and functioning. Assess need for Stress First Aid Interventions or higher levels of care. Reassess progress throughout support process and even occasionally weeks later (Re-Check)
	Coordinate	<ul style="list-style-type: none"> Decide if a response team is needed and if so, create one. Delegate tasks to response team (if employee death related, create a family liaison role, contact HR). SUPPLEMENTAL Notify Leaders (supervisors, managers, directors, executive directors, HR or admins as necessary). After consulting HR privacy rules, decide if and who should be informed of situation (police, security, employees, colleagues, BERT team, or family members). Facilitate access to needed support (Code Lavender, EAP, Resiliency Center, Chaplin services). SUPPLEMENTAL
	Cover	<ul style="list-style-type: none"> Ensure immediate physical safety of stressed person and others. Foster a sense of psychological safety, comfort, and normalize emotional impacts. Protect from additional stress (take off case, put on admin tasks, send home, or facilitate leave)
Recover	Calm	<ul style="list-style-type: none"> Reduce physiological arousal (slow down heart rate and breathing, relax) Listen empathically to the individual talk about experiences. Provide information that calms.
	Connect	<ul style="list-style-type: none"> Encourage connection to primary support people, both at work and in personal lives. Help problem-solve to remove obstacles to social support. Foster positive social activities within team
Rebuild	Competence	<ul style="list-style-type: none"> Help mentor back to full functioning. Facilitate rewarding work roles. Arrange for retraining, if necessary. Encourage gradual re-exposure to potentially stressful situations.
	Confidence	<ul style="list-style-type: none"> Mentor back to full confidence in self, leadership, mission and core values Foster the trust of coworkers and family members in the individual

Contacts:

Hospital Operator (if number not listed below) at	801-585-2677
Code Lavender at	TBD
Resiliency Center at	801-213-3403
Peer Support referral:	https://bit.ly/3L6jZJl
Chaplain services FAITH Line at	801-213-2484
Employee Assistance Program (EAP) at	800-926-9619
Human Resources, page a benefits team member at	801-581-6500
University of Utah Health Security at	801-646-9093
BERT Team	801-581-2222
University of Utah Police at	801-585-2677
Mental Health crisis services at	988
GME Wellness at	801-581-2401
Medical Student Wellness	somwellness@hsc.utah.edu
University Counseling Center (For students)	801-581-6826



Tools

How to Recover from Adverse Events

Using Emotion Coaching to Build a Peer Support Culture

How to Have a Conversation with a Colleague About Suicide

How to Respond with Compassion when Someone is Hurt by Racism

Grief Support Groups for Your Patients: A Place of Hope and Comfort

Assess Your Stress

RESILIENCE

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By Jake Van Epps and Megan Call



Credit: Marcie Hopkins, U of U Health



RESILIENCE

Resilience Toolkit

The U of U Health Resiliency Center shares a growing list of resources you and your team can use to continue building resilience together.

by Resiliency Center

Jan. 14, 2022 | 12 Resources

The Resilience Toolkit is one way teams can build resilience together. This growing list of resources includes step-by-step instructions for leading well-being activities, as well as visual reminders to help decompress at the end of a long shift.

Tools

Sleep Tips for Night Shift Workers



How to Set Boundaries



Assess Your Stress



Team Check-in



Emotion Coaching



STOP Practice



Going Home Checklist



Team Assessment Tool for Thriving



Practice Self-Compassion



90-Second Storytelling for Connection and Healing



Three Good Things



Register for Training



RESILIENCE



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By Jake Van Epps and Megan Call

Sep. 16, 2022 | 6 resources

<https://accelerate.uofuhealth.utah.edu/resilience/peer-support-toolkit>



Small Group Discussion

Please share with others at your table something that was difficult in the past month, something that was good in the past month, and one other random fact.

Others at the table, please practice listening, reflecting and validating emotions, and refrain from advice giving.

Resiliency Center Courses



- Wellness Champions Foundations Course
 - All Day Training on Sept. 26th
- Mindfulness Courses
 - Fierce Self Compassion: 2-hour training on 10/04
 - Mindfulness Bases Stress Reduction: 8-week course starting 10/17
 - Self Compassion: 4-week course starting on 10/26
 - Mindfulness in Medicine: 2.5-hour training on 10/30
 - Everyday Mindfulness: 4-week course starting on 11/06
- PEER Support
 - 2-hour trainings on 10/17 and 12/14
- UACT
 - Advanced Communication Training: 2 hours on 10/25 and 10/26