Medical Staff Peer Support Program

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Mission

To create a culture of support and collegiality at Children’s National Hospital through proactive peer outreach and support for medical staff members who have experienced emotional trauma and stress related to their professional role as a clinician.
Peer Support: What is it?

• A program that provides outreach through peers to medical staff members who have experienced an adverse event or emotional trauma related to their professional duties as clinicians

• Acute vs. Chronic

• Connects the member to resources for ongoing support
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<td>Psychological Safety</td>
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<td>Empathetic listening and validation</td>
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<td>Explore coping mechanisms</td>
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Program Leaders

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Hospital Medicine

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Physical Medicine and Rehabilitation
When to Access Peer Support Services

- Adverse event
- After disclosure of medical error
- Emotionally stressful patient death
- End of life care
- Patient/family grievance
- Patient/family aggression/security threat
- Those who care for trauma victims
- Litigation
Referral process

- Automatic
- Deliberate
- Self
How to Make a Referral

- Intranet
- Email
- Phone
What to Expect

• Automatic referral to peer support results in an email communication with involved medical staff members

• Likewise, medical staff members can initiate a request for peer support themselves

• Peer Support Program leaders identify and deploy peer supporter
  • Considers years of experience, event type, practice area

• If medical staff member agrees, peer supporter facilitates a one-time phone or virtual meeting to provide peer support

• Peer Supporter provides additional resources PRN
Questions? Contact Us!

PeerSupport@childrensnational.org

Learn more at:
https://cnmc.sharepoint.com/sites/employeeservices/SitePages/Wellness/Provider-Wellness.aspx