




# 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

# Peer Support Principles

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Presence

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Psychological Safety

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Empathetic listening and validation

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Non-judgmental curiosity

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Reflective prompts

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Problem-solving guidance

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Explore coping mechanisms

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Reframing

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Resource connection

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Appreciation

# Program Leaders



Neha Shah, MD, MPH  
*Hospital Medicine*



Christi Corriveau, MD  
*Critical Care Medicine*



Lamia Soghier, M  
*Neonatology*



Justin Burton, MD  
*Physical Medicine  
and Rehabilitation*

# Peer Supporters

Allergy  
Immunology

Cardiology

CICU

Goldberg  
Center

PEM

PICU

PMNR

Endocrinology

Hematology  
Oncology

Hospital  
Medicine

Neonatology

Neurology

Neurosurgery

Orthopedic  
Surgery

Otolaryngology

Pediatric  
Housestaff

Radiology

Genetics  
Metabolism

Surgery

# 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

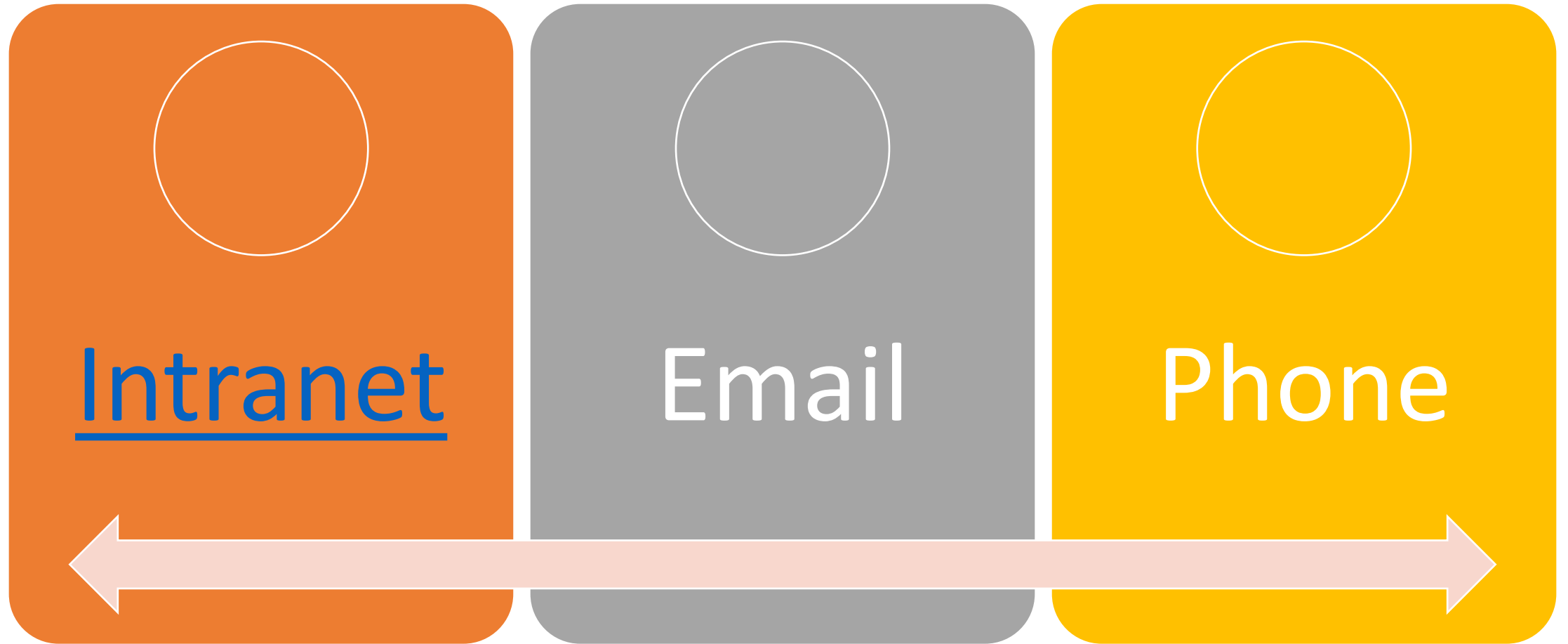
Automatic

Deliberate

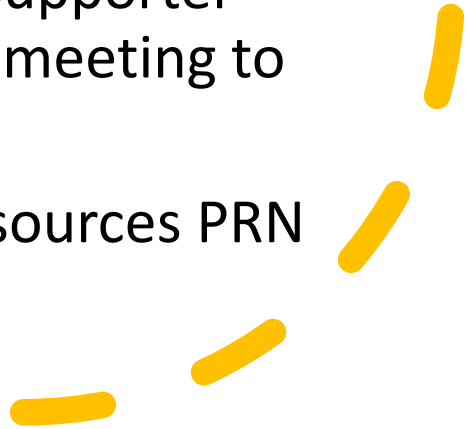
Self



# How to Make a Referral



# 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
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Questions? Contact  
Us!

[PeerSupport@childrensnational.org](mailto:PeerSupport@childrensnational.org)

*Learn more at:*

[https://cnmc.sharepoint.com/sites/employee\\_services/SitePages/Wellness/Provider-Wellness.aspx](https://cnmc.sharepoint.com/sites/employee_services/SitePages/Wellness/Provider-Wellness.aspx)

