



RISE: Peer Support for Caregivers in Distress

Resilience in Stressful Events

RISE—Resilience in Stressful Events, is a hospital-based program that provides peer-to-peer support to caregivers experiencing trauma from an adverse clinical care experience.

Why is RISE desirable?

Everyone who works in a clinical setting anticipates a certain level of stress when caring for patients—whether in a busy, complex health system, or at a small community hospital. Sometimes you are involved in an unanticipated clinical event like a patient death or a medical error. You may have a problem or unpleasant run-in with a patient or family. Or maybe your treatment plan doesn't end successfully. The result—you feel traumatized as a so-called “second victim.”

Too often, these traumatized caregivers turn inwards choosing not to seek help, although often they want help and just can't find it. Who can they talk to who will understand without being judgmental? Who can offer coping strategies and guide them so they can continue to thrive at their job... confidentially?

When implemented in your hospital, the RISE program is staffed by your peer volunteers like nurses, doctors, therapists, pharmacists, chaplains, and staff. These folks will be specially trained and on call to provide confidential support for their distressed colleagues.

Bringing RISE to your Health Care Setting

To help you bring RISE to your health care setting, clinicians and researchers at Johns Hopkins developed a program called *Caring for the Caregiver: Implementing RISE*. It includes all the information you need to both understand the issues around being a “second victim” and offer it in your facility.

The RISE Workshop

Lead by Johns Hopkins experts, this one-day workshop trains the trainers bringing RISE to their facility. Workshop includes:

- Strategies for leadership buy-in and to navigate operational challenges
- How to recruit and retain peer responders
- How to improve their skills

{SECOND VICTIMS:

Health care providers who have difficulty coping with their emotions after their patients' adverse events. The prevalence of second victims varies from 10.3% to 43.3%; however, little attention has been paid to help caregivers cope with adverse clinical events.}

- Strategies for rolling out and sustaining RISE

Participants will also receive all the materials to support the program including:

- The Rise Assessment Roadmap—an online checklist of items needed to successfully bring RISE to your organization
- Articles, sample policies, sample organizational charts, resource lists, and sample cases
- Learning quizzes, forms, and templates to engage colleagues to become RISE volunteers and to use the service
- Training exercises, hints and tips to help guide you as you bring RISE to your colleagues