



# CARING FOR THE CAREGIVER

## *Peer Support for Caregivers in Distress*

**Johns Hopkins Caring for the Caregiver** is a hospital-based program that provides peer-to-peer support to caregivers experiencing trauma from an adverse clinical care experience.

### **Why is Caring for the Caregiver 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.

When implemented in your hospital, the Caring for the Caregiver program is staffed by your peer volunteers such as

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 Caring for the Caregiver to your Health Care Setting**

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

### **The Caring for the Caregiver Workshop**

Lead by Johns Hopkins experts, this two-day workshop trains the trainers bringing Caring for the Caregiver to their facility.

#### Workshop highlights:

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

### {SECOND VICTIMS:

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

- How to improve their skills
- Strategies for rolling out & sustaining the program

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

- The Assessment Roadmap online checklist of items needed to successfully bring Caring for the Caregiver 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