



Navigating Risk in the Sea of
Change

Third Victim Support Strategies: How to Reassure the Reassurer

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Navigating Risk in a Sea of Change

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10:40 to 12:10

Disclaimers

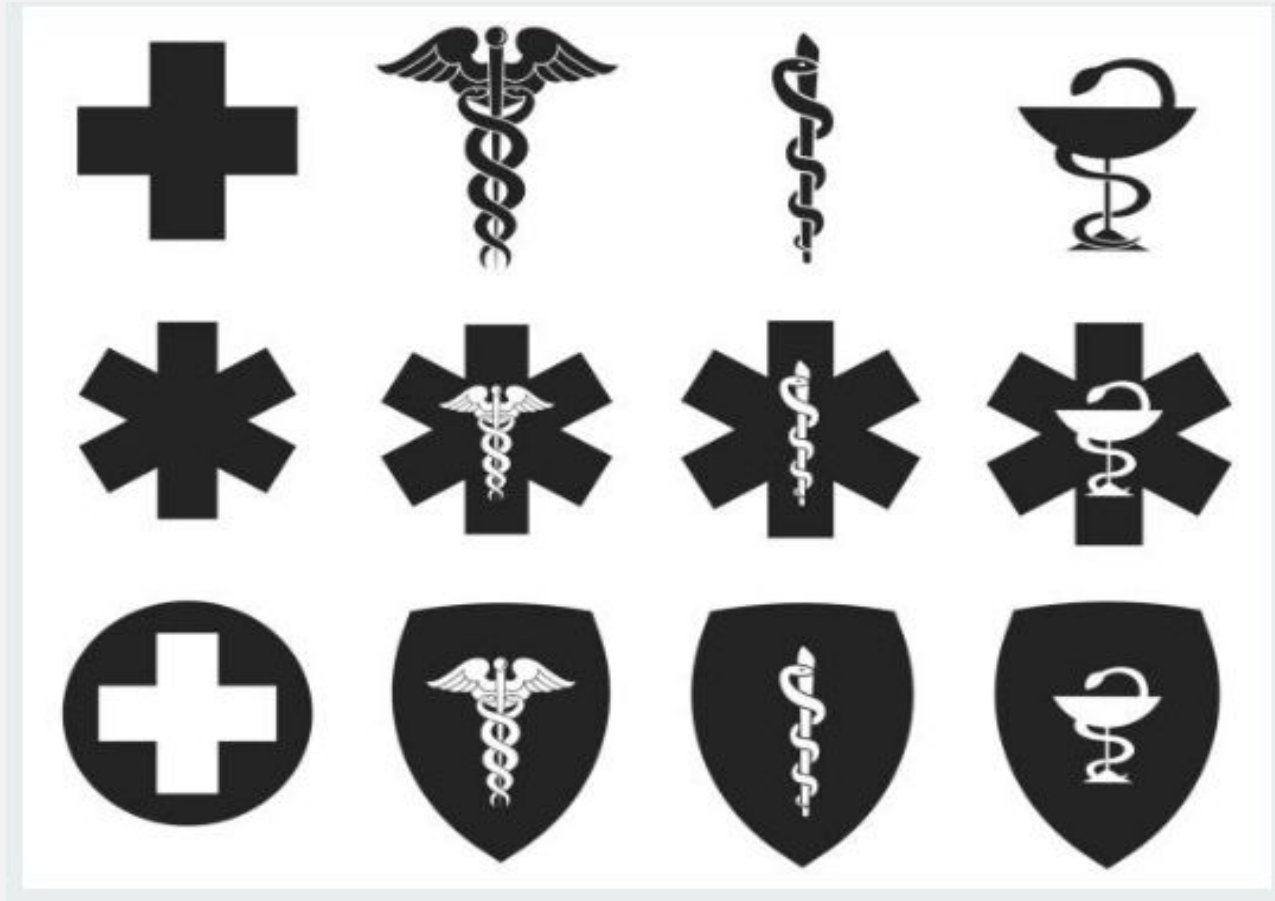
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Your Presenter – Jenelle Arnao

Jenelle is a certified risk management professional with 15 years of hospital-based risk management experience. She joined the Coverys Risk Management & Analytics team in 2020. She is currently a senior risk consultant, nimbly sharing her expertise and experiences with healthcare professionals to maintain high-level client servicing. Her passion is to explore the furtherance of risk reduction and patient safety at the community, regional, and national levels. Jenelle earned her Doctorate in Human Services by designing a training program to help leadership identify and mitigate employee burnout. Jenelle is a faculty member of ASHRM, a member of the AHRMNY education committee, and a member of the SHCRM-NJ

Please refer to the Presenters' Bios available on the table and online for more information

Exercise – Coloring Within the Lines



Our Objectives for Today

- Understand third victim syndrome
- Identify the symptoms of third victim syndrome
- Consider strategies to combat third victim syndrome

Conditions of a Supportive Session

- Vegas rules
- Listen/Silent
- Congratulations over participation
- “I” statements

~Then~
THINK, Q-TIP, STAR

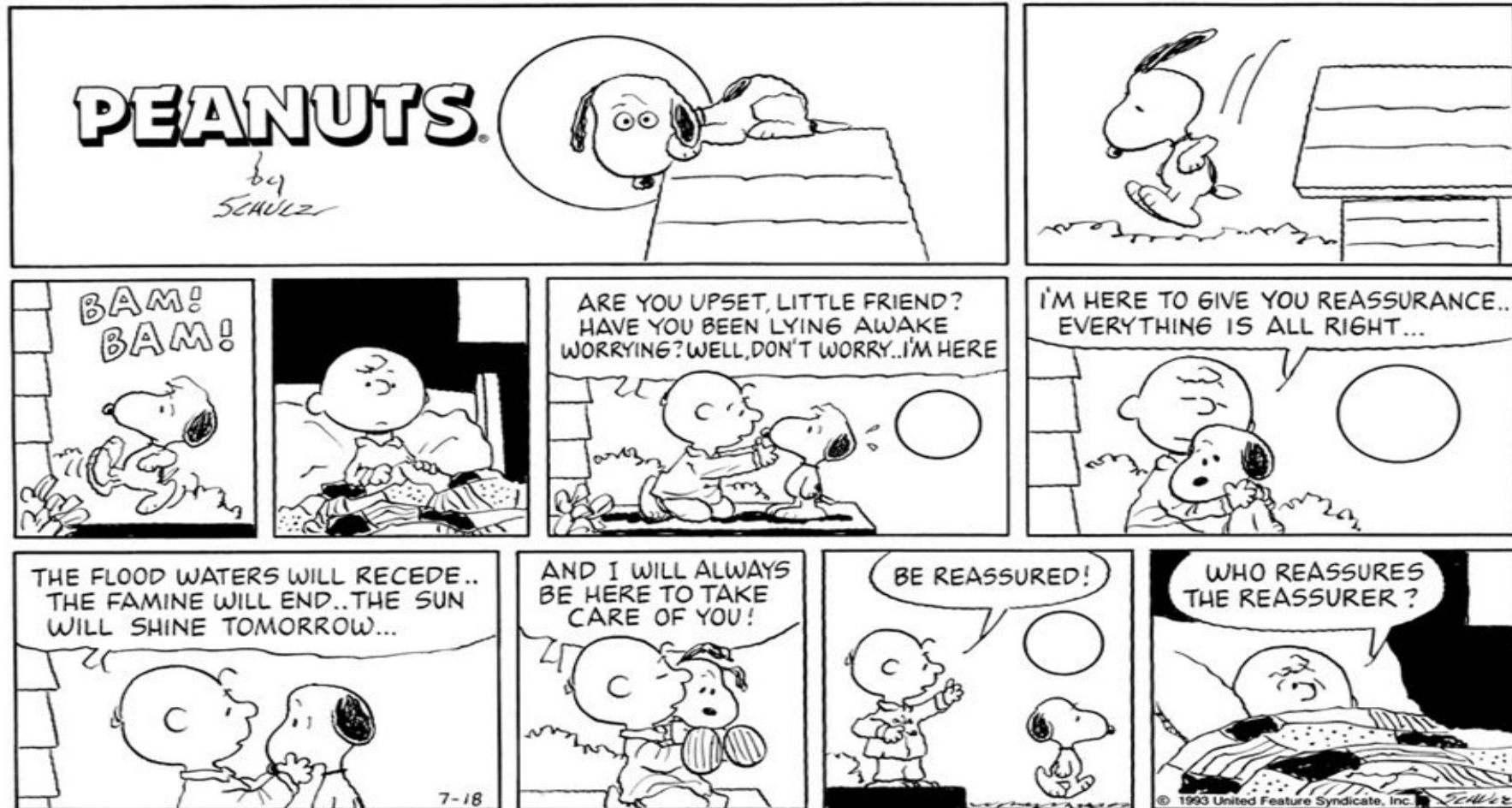
Exercise – What is Your Superpower?

- <https://www.menti.com/al9bbf28f48e>



Reassurance According to Charles Schulz

Peanuts by Charles Schulz for July 18, 1993



Trauma

- APA – emotional response to a terrible event
- SAMHSA - result from an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful
- Webster's – an injury; an emotional upset

First Victim

The one who suffers the injury as well as those who support the injured:

- Patient
- Family members
- Caregivers

Second Victim

Healthcare professionals directly involved in the adverse event.

- Physician
- APPs
- Technicians

Third Victim

Those who experience psychosocial harm as a result of repeated indirect exposure to an adverse event

- Risk/Quality Investigators
- Social Workers
- Department of Health Investigators

Trauma Informed Care (TIC)

The use of TIC-based strategies may help health care providers engage their patients and peers more effectively, which may improve outcomes.

- Shifts the focus from the “what’s wrong with you” to the “what’s happened to you?”
- Better results when there is both an organizational shift and a clinical practices shift.
- Creates a safe physical and social-emotional environment

TIC in Healthcare



- <https://youtu.be/KkeLz-fl0Mo?si=lbeNsGClpFEDO8vg>

Physical Safety

Consider every stakeholder concerned about the site safety

- Staff members, patients
- Environment of Care
- Partners in Law enforcement

Social-emotional Safety

Psychological safety of the internal team that must ensure the safety of the patients and visitors

- Customized to the individual
- Dynamic
- Ongoing process

Exercise – Following Instructions

Your Name _____ Today's Date _____

Exercise: How Well do You Follow Directions?

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Walls are Down – Now What?

- Revisit
- Review
- Reimagine

THINK before you speak

Before the die is cast, ask yourself if your response is:

- Truthful
- Helpful
- Inspirational
- Necessary
- Kind

QTIP – Use carefully

Quit taking it personally

- You may be the problem
- Systems you designed or trust may be questioned
- Report appropriately and objectively

Gold STAR Response

Murphy's Law – there's never time to do it right, but always time to do it over—HOWEVER—can you undo the harm caused by a reckless/careless response?

- Stop
- Think
- Assess
- Respond

Self-care Strategies

- Staff Retreat – in person, virtual, hybrid
 - Hour
 - Day
 - Weekend

Self-care Strategies, cont'd

- Encourage self-care
- Create volunteer opportunities
 - Individual
 - Team
 - Organization
- Mock drills

Post-Conference Strategies

- Continued Engagement
 - Send an email
 - Use an appropriate SM platform such as LinkedIn
 - Stay in touch, genuinely

Post-Conference Strategies cont'd

- Expand upon your new-found knowledge
- Demonstrate your value to your House
- Consider your own presentation

In summary

- Transform a victim mentality into the superhero stance
- Create and restore order and safety
- Encourage supportive self-care, peer-led, and group tactics

Questions/Discussion

A great question
doesn't simply inform...
it enlightens.



References

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- Threat Assessment and Management Teams - Solveig Dittmann, RN, BA, BSN, CPHRM, CPPS, Coverys-former
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- Trauma Informed Care Champions: From Treaters to Healers - The Center for Health Care Strategies (CHCS) – Video
- Workplace Violence: Prevention, Coverys Risk Management Brief