



Background

- Hospital clinicians are exposed to significant situations of stress, emotion, and trauma (BA, Early, Mahrer, Klaristenfeld, Gold, 2014).
- Research shows that peer-to-peer support may reduce emotional distress following clinician- related adverse events.
- By creating and implementing a peer-to-peer support network, an organization can enhance patient outcomes,(Dennis, 2013), decrease levels of compassion fatigue (Aycock & Boyle, 2009), increase staff retention (Gillespie, Wallis, Chaboyer, 2007), and help to develop a culture of safety(Pronovost & Hudson, 2012).

Practice Change

Increase registered nurse’s (RN’s) knowledge of peer-to-peer support programs to increase utilization of peer-to-peer programs.

Methods

- Administered anonymous paper pre-surveys to RNs.
- Presented educational content to RNs during January staff meeting.
- Anonymous post-surveys were administered directly after the educational session.

Measures and Results

Eastern Maine Medical Center

RESULTS

	Definitely Would
Please indicate the likelihood you would seek support from the following situations: <ul style="list-style-type: none"> • Personal fatigue • Personal Burnout • Medical error • Adverse patient outcome • Poor patient outcome 	95%
Please indicate the likelihood you would seek support from the following individuals: <ul style="list-style-type: none"> • significant other • Friend • Spiritual advisor • Counselor • Co-worker peer 	95%
Please indicate the likelihood you would utilize peer to peer support in the following situations, if available to you: <ul style="list-style-type: none"> • Personal fatigue • Personal burnout • Near medical error • Medical error researching (Patient with no harm) • Medical error researching (Patient with harm) • Poor patient outcome • Mental health illness • Interpersonal conflict at work 	95%

Summary/Discussion

Our work was the first step, but in order for this peer to peer support program to be successfully implemented we need to next:

- Implement the program and continue to reevaluate the effectiveness of the program

Some feedback we heard during our education for the staff was:

- “I think it would be a great resource for our staff during difficult times”
- “I believe the entire hospital can benefit from having such program available”
- “Difficult shifts would be much easier to cope with if this program in place”

Conclusion

- Stress on staff members following a medically induced trauma could be significantly reduced by implementing the peer to peer program at EMMC.
- Every nurse surveyed on Grant 8 Pediatrics strongly supports the peer to peer support program.

References