

2009 HOPE AWARD WINNER

University of Missouri Health System forYOU Team



forYOU Team Members
Myra McCoig, Sue Scott, and Laura Hirschinger

MITSS Annual
HOPE Award
Honoring Outstanding People Everywhere
who have furthered the MITSS mission of supporting healing and restoring hope

MITSS congratulates the **forYOU Team** from the University of Missouri Health System in Columbia, Missouri, as our Co-Recipient of the Second Annual HOPE Award. The forYOU Team is a peer to peer support network designed to address the unique needs of healthcare second victims experiencing the emotional aftermath of adverse medical events.

In 2006, in response to several clinical events, the University of Missouri Health System (MUHS) began to take a closer look at the plight of the “second victim”; that is, the healthcare provider involved in an adverse event who is emotionally traumatized. An experienced physician at MUHS actually referred to the period following an adverse event as “the darkest hour of my clinical career.” Clinical interviews with 31 self-proclaimed “second victims” were conducted, and, based on their feedback, the forYOU Team was launched. Junior team members have the training to meet the unique needs of each provider and support them through the beginning stages of healing. Team mentors are individuals with formal crisis training, such as chaplains, Employee Assistance Programs, clinical psychologists, patient safety and risk management experts.

Susan Scott, forYOU Team Coordinator; Myra McCoig, Mentor; and Laura Hirschinger, Facility Lead, accepted the HOPE Award on behalf of the entire team at the MITSS Annual Dinner. We later spoke with Sue Scott and asked her to expand on a couple of things about their groundbreaking program.

MITSS: *What are your thoughts on winning the HOPE Award?*

Sue Scott: *It is truly an honor to be recognized by MITSS, the world’s pioneer of patient, family and clinician support, in this manner. Winning the HOPE Award means so much to our 51 member peer support group, the forYOU team. It provides us with a momentum to keep moving forward in understanding the second victim phenomenon and designing effective institutional interventional strategies to mitigate the silent suffering that second victims are experiencing.*

MITSS: *What is the most important thing that you have learned along your journey?*

Sue Scott: *There are actually two key points that we identified in our research that have been significant ‘lessons learned’ for the deployment of the forYOU team. First, each individual second victim will have their own unique needs for support and guidance (even when an entire team is involved in an unanticipated clinical event). The second intriguing finding is that second victims seem to follow a predictable recovery trajectory of six distinct stages. Understanding these stages and possible interventional strategies for each stage allows the peer supporter to individualize an interventional strategy.*

MITSS: *What do you envision for your program for the future?*

Sue Scott: *It is critically important that we ensure that our institutional support strategies are effective. In the spirit of performance improvement, an important step will be to continually monitor the impact and effectiveness of our designed interventions to ensure that they are meeting the needs of our second victims as intended and also monitor for any unintended consequences. One way to evaluate program effectiveness is to deploy similar support programs in numerous healthcare organizations across the country and perhaps in other countries by formalizing a learning collaborative. We could then monitor second victim feedback as well as other forms of performance measures, such as staff satisfaction, retention rates, etc. in different hospital settings and environments from a broader perspective.*

Congratulations again to Ms. Scott, Ms. McCoig, Ms. Hirschinger, and the entire forYOU Team on this hard earned recognition!

If you would like more information about the forYOU team, please contact Sue Scott at (573) 882-1974 or visit www.muhealth.org/secondvictim.