
Caring for the Caregiver

Peer Support Program



www.MarylandPatientSafety.org

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Health care providers often fail to recognize the adverse impact of the stress of work-related traumatic events on their performance. We know that unanticipated and harmful events can and do happen. What happens to the caregiver in the immediate hours following an event of this type can turn out to be psychologically catastrophic.



However, with appropriate much-needed assistance, the psychological outcome of such an event can be turned around to enhance the caregiver's ability to thrive in their role and be of continued value to the patients they care for, their organization, and their community.

To that end, we are proud to announce a new program, *Caring for the Caregiver*, which has been designed to help your organization provide immediate, confidential, “psychological first aid” and emotional support to “second victims” in this situation by utilizing trained volunteer Peer Responders.

This program is presented in conjunction with The Johns Hopkins Armstrong Institute for Patient Safety & Quality, and is available to your organization through the Maryland Patient Safety Center.

About The Program

The *Caring for the Caregiver* program consists of two one-day workshops: an Implementation Workshop followed after an interval of approximately 4–6 months by the actual Peer Responder Basic Training. The *Caring for the Caregiver* staff is available for support to your organization to ensure smooth post-workshop implementation.

Caring for the Caregiver Implementation Workshop

This one-day workshop trains the trainers bringing *Caring for the Caregiver* to their facility. This workshop includes:

- Strategies for leadership buy-in and to navigate the operational challenges
- How to recruit and retain Peer Responders
- How to improve their skills
- Strategies for rolling out and sustaining the program

Peer Responder Basic Training

This one-day workshop is designed specifically to train the *Caring for the Caregiver* Peer Responders.

The Peer Responder curriculum includes training, education and activities to prepare Peer Responders to provide support to their fellow healthcare workers as “second victims”. The curriculum includes:

- A didactic portion to help Peer Responders understand how the body responds to stress
- Case scenarios (from actual and potential cases)
- Strategies for responding
- Simulation activities
- Application of strategies and techniques

Your organization will now be ready to roll out *Caring for the Caregiver*. Having the understanding and relating to the experiences of our peers is crucial to providing high quality support. Peer support can have a significant impact on the ability of our caregivers to continue thriving in their roles, and is important to the success of the organization.

To find out more about this program, please e-mail your request to programs@marylandpatientsafety.org