

2024 OHA Excellence in Clinical Quality Award for Workplace Well-Being Innovation

Saint Francis Health System CARE Team

Purpose/Goals

On June 1, 2022, a mass shooting event at Saint Francis Health System Campus resulted in loss of four patient/staff lives. Our goal was to create a team of peer volunteers to support trauma and secondary victim colleagues.

Interventions

1. Created steering team.
2. Utilized Hope Rising framework.
3. Created promotional items for staff education and a website.
4. Edited electronic safety form to include referral request to CARE Team.
5. Provided training to volunteers.
6. Conducted annual employee engagement survey.

Challenges

Continued need to recruit volunteers to achieve 24/7 coverage and promotion of CARE Team services to staff.



What is the CARE Team?

The Saint Francis CARE Team is made up of volunteers from various departments and disciplines within the health system to provide confidential peer support. The goal of this program is to provide timely support for our employees and providers who encounter stressful or traumatic patient-related events, or are exposed to workplace violence.

The CARE Team supports second victims.

A second victim is a healthcare worker who is affected or traumatized after being involved in an adverse or unexpected patient event, a medical error and/or a stressful patient care experience. They often feel personally responsible for the patient outcome, second-guessing their skills and knowledge base. Second victims can also experience a range of emotions, including guilt, shame, and anxiety, and may need support in order to process their feelings and move forward. Our CARE Team program provides managers and employees with resources to support their colleagues through these situations. Though the program has a clinical focus, it is available to any Saint Francis staff member or provider.

The CARE Team will:

- Provide a "confidential safe space" to express thoughts
- Actively listen/support/not critique
- Ensure information remains confidential
- Encourage exploration of feelings
- Provide one-on-one or group peer support
- Provide resources as needed
- Provide assurance that the second victim is experiencing a normal reaction

If you are interested in becoming a member of the CARE Team please complete the application on the [CARE Team HealthNet page](#).

Improvement Team

Get help from the CARE Team.

918.494.CARE

If you are experiencing a common reaction to a stressful event or outcome, the CARE Team can help. To get support, please send your name, availability and best contact method to careteam@saintfrancis.com and we will follow up.

Common reactions to a stressful event:

Physical

- Sleep disturbances
- Eating issues
- Fatigue
- Nausea/vomiting
- Rapid breathing
- Difficulty concentrating
- Headaches
- Diarrhea
- Rapid heart rate
- Muscle tension

Psychological

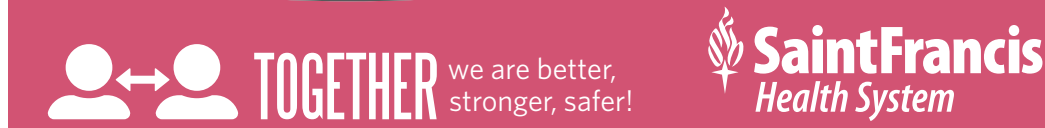
- Isolation
- Fear
- Depression
- Extreme sadness
- Self-doubt
- Frustration
- Grief and remorse
- Flashbacks
- Anger and irritability
- Uncomfortable with returning to work

Ways to cope with stress:

- Remind yourself it is OK to experience reactions to stress.
- Physical exercise and relaxation help.
- Give yourself permission to react.
- Don't hide your feelings.
- Keep your life as routine as possible.
- Avoid alcohol and drugs.
- Do something nice for yourself.
- Eat regular, well-balanced meals.
- Don't make any big life changes.

Things to try:

- Talk to people. Reach out.
- Spend time with others.
- Keep a journal.
- Do things you enjoy.
- Get plenty of rest.
- Spend time outdoors.



Mission

Provide care to renew hope, extending Christ's healing ministry, respect each healthcare worker's need for support and provide needed care.

Outcome

- Improved Resilience Index Scores.
- Decreased staff turnover.
- Continued requests for peer support from CARE Team.
- Spread to a total of four system campuses.



CARE TEAM

Connect | Assess | Restore | Encourage