



# D-H Peer Support

Assistance and support for  
health care team members  
“Never worry alone”

For assistance or to learn more about  
the Peer Support Program, please email  
[peersupport@hitchcock.org](mailto:peersupport@hitchcock.org) or call  
(603) 653-1010.



One Medical Center Drive, Lebanon, NH 03756



## What is Peer Support?

When an unanticipated patient event or medical error occurs, it can be devastating to members of the health care team. The D-H Peer Support Program offers employees the opportunity to speak with a specially-trained colleague about the emotional impact they may experience following an adverse event. All conversations are confidential and participation in the program is voluntary.

## How does the Peer Support Program work?

Employees are matched with a peer supporter that shares their profession, such as a nurse with another nurse. Whether dealing with an unexpected patient loss, malpractice claim or other stressful event related to caring for patients, the peer supporter will listen, share coping strategies and help find additional resources or a higher level of care, if necessary. No notes will be taken and the event will not be reviewed or analyzed.

### Individuals can be referred through:

- Self-referral
- A colleague
- Risk management

### To help employees who are involved in an unexpected patient event, supervisors and program directors can:

1. Connect with your team members.
2. Reaffirm confidence in your team.
3. Consider a brief break or calling in the flex team.
4. Keep your team informed of next steps.
5. Regularly check on members of your team.
6. Make a referral to Peer Support if needed.

