

# Charter – Interdisciplinary Peer Support

## Problem Statement

Current DH peer support programs are restricted to physicians. There is a critical need to provide these services to other health care workers who have been involved in medical harm events. All members of the health professions take on a sense of responsibility and failure when their patients suffer. When the adverse event is preventable, these feelings are much more intense and may expand to guilt, shame, loss of self-confidence and self-deprecation. We know that this occupational risk is an important contributor to staff burn out, career dissatisfaction, and employee turn-over.

## Business Case

Medical errors may be extremely expensive, often resulting in prolonged stays or additional surgery. Legal claims may run into millions of dollars. Burnout results in a poor patient experience, reduced productivity, and additional burden on fellow workers. Staff turnover is extremely expensive due to lost productivity, recruitment and training expenses, and the cost of training new employees. We all recognize that any reduction in staff burn out or turnover will be beneficial financially and create a better, safer and more efficient work environment.



## Project Scope

**In Scope:** Any DH employee involved in an event in which a patient was harmed.

**Scope Exclusions:** Employees who are experiencing emotional distress from other work related issues.

### Goal

### Metric

45 employees trained in peer support by 6/30/19

Number of employees completing 4 hr training

Representatives from 6 different disciplines

Number of unique disciplines among trained peer support employees

100 individual peer support sessions in Fiscal Year 2019

Number of requests for peer support services in FY2019

## Milestones

Training developed	June 30, 2018
First class enrolled	Aug 31, 2018
Services offered	Sept 30, 2018

## Resource Plan

**Project Lead(s):** Sam Casella

**Project Sponsor(s):** George Blike  
Pamela Hofley

## Team Members

Frank Macht | M. Chase Levesque

Lawrence Dacy  
Vicky Patric | Michele King  
Karen Boedtker  
Paula McCrae  
Art Higgins

Steve Cole/Juliana Reed | Joni Spring

## Contact Information for Project Lead:

## Timeline

Start Date | 2/1/2018

End Date | Indefinite

## Signatures

Project Sponsor

Project Leader