

Second Victim Phenomenon: No Longer a Silent Conversation

Team Leader: Jaclyn Ivy MSN RN CAPA

Team Member: Sharon Knauss MSN RN CAPA

Cleveland Clinic, Cleveland, OH

Abstract Background Information: When an adverse event occurs, the health care team risks becoming a second victim because of the adverse event or medical error. Second victim phenomenon (SVP) is not a recognized term by all members of the health care team and is something that can affect the caregiver's overall well-being, the care they provide, and even cause the caregiver to leave the profession altogether. Providing education, available resources, and having open discussions about SVP will encourage caregivers to seek the help they need for overall support and well-being.

Objectives of Project:

- Define adverse events and the term SVP
- Discuss the impact SVP can have on caregivers (Physical, emotional, behavioral, and psychological)
- Demonstrate how caregivers can access all organizational resources for SVP
- Discuss the need for ongoing education related to SVP and incorporating these concepts into various initiatives

Process of Implementation: Adverse events are discussed during Ambulatory Surgery Center (ASC) and education team meetings. An educational in-service/presentation was provided to discuss various aspects of SVP:

- What is an adverse event
- What is SVP
- Identifying the signs and symptoms of SVP
- Organizational resources available to all caregivers
- The Emerge Stronger Program
- Provide handouts to place in the units
- How to incorporate these resources into various initiatives

Statement of Successful Practice: Sharing of the presentation in situ allowed healthcare workers to openly ask questions and have conversations with their leadership and team. Clarifying questions were asked as the teams found the information important and relevant to their practice. A shared organizational platform is available and easily accessible for all members of the healthcare team. Caregivers appreciated the variety of resources and the confidentiality with a peer support person from the Emerge Stronger Program. The Emerge Stronger Program is offered during adverse event discussions (i.e. Root Cause Analysis meetings).

Implications for Advancing the Practice of Perianesthesia Nursing: Since the presentations, five caregivers have completed their Emerge Stronger Peer Support Training. Open discussions about SVP and available resources:

- Contributes to overall caregiver well-being
- Encourages caregivers to seek help
- Provides an environment where caregivers can speak up
- Future plans to incorporate into other initiatives (i.e. onboarding).