

Second Victim Phenomenon: No Longer a Silent Conversation

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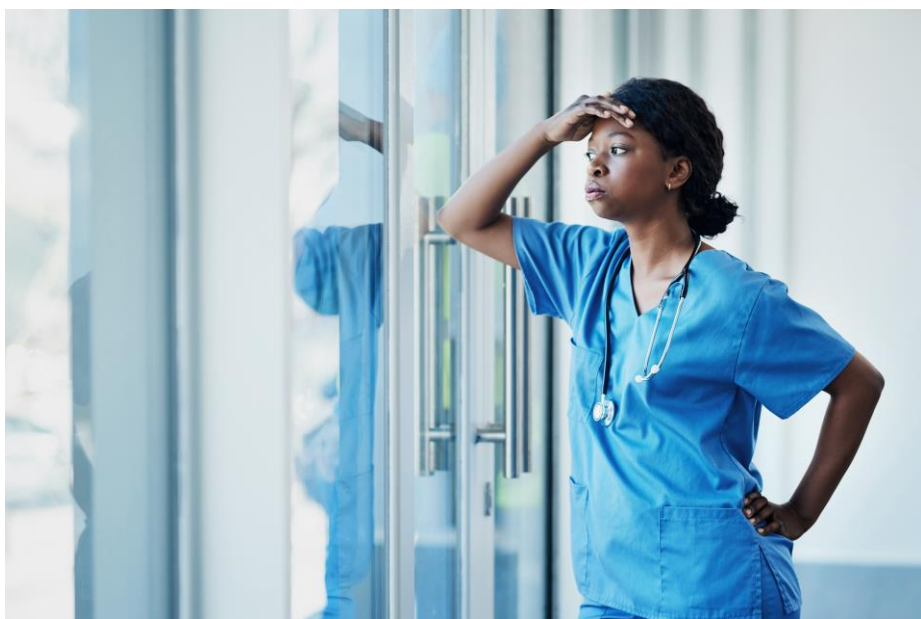


Background Information

- 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 employee's overall well-being, the care they provide, and even cause the employee to leave their profession
- Providing education, sharing available resources, and having open discussions about SVP may encourage employees to seek the help they need for overall support and well-being

Objectives of the Project

- Define an adverse event and adverse events we may experience in our areas
- Identify second victims and the term SVP
- Discuss the impact SVP can have on employees:
 - Physical
 - Emotional
 - Behavioral
 - Psychological
- Share available organizational resources and demonstrate how employees can access resources
- Analyze data from adverse events and discuss how these impact our employees and patients
- Discuss the need for ongoing education related to SVP and incorporating these concepts into various initiatives



Process of Implementation

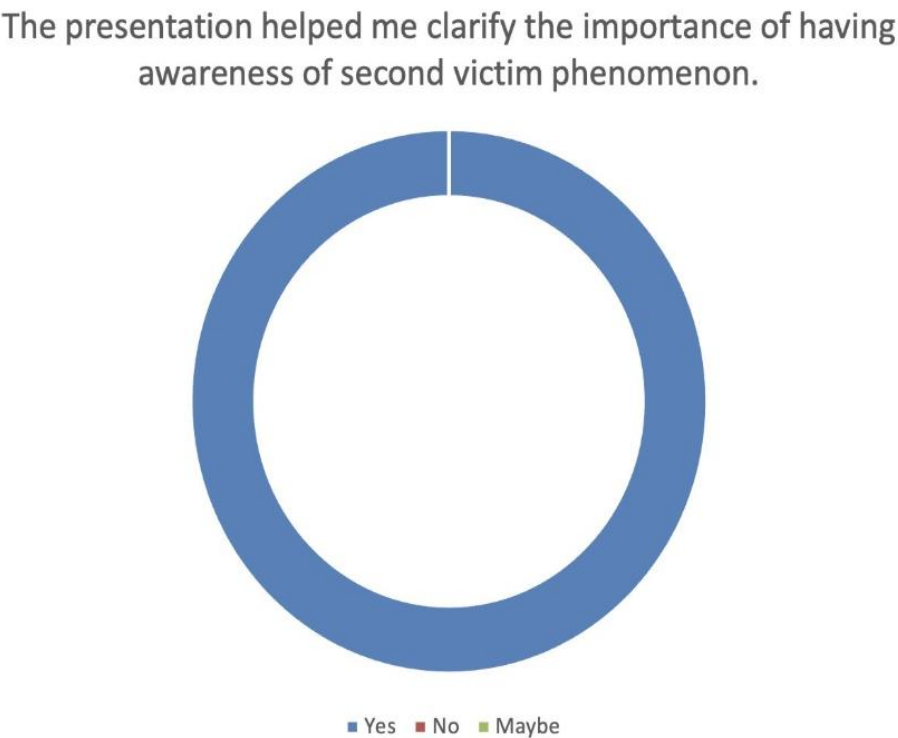
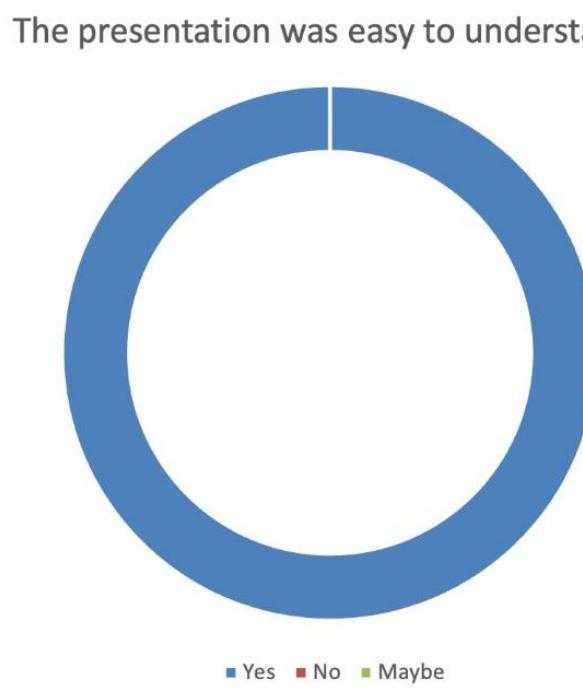
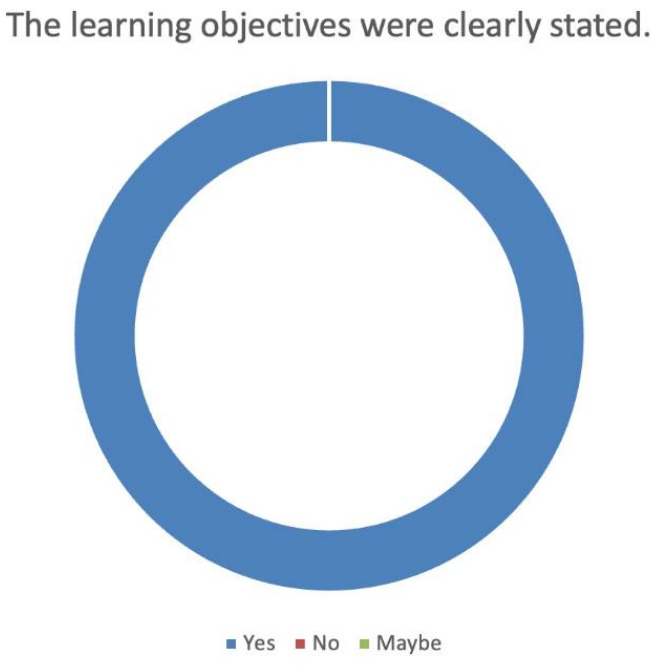
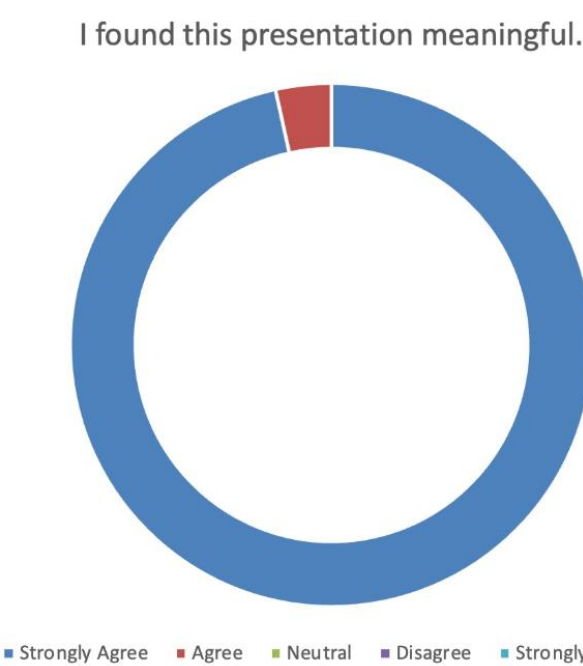
- Data from adverse events is discussed during Ambulatory Surgery Center (ASC) team meetings:
 - Adverse event
 - Recognition/Response
 - Assessment of the event – what worked well, areas for improvement, impact on team, resources used
- Educational in-service/presentation provided to discuss various aspects of SVP:
 - What is SVP
 - What is an adverse event
 - Identifying signs and symptoms of SVP
 - How to access organizational resources:
 - Spiritual Care
 - Caring for Caregivers
 - Resiliency Resources
 - Emerge Stronger Program:
 - Peer Support Training Program
 - Confidential, one-on-one peer support
 - Safe space to express thoughts and emotions
- Provide handouts about SVP and contact information for the Emerge Stronger Program



Statement of Successful Practice

- The presentation allowed employees to openly ask questions and have conversations with their leadership and team in a safe space
- Employees found the information important and relevant to their practice (see employee survey results)
- A shared organizational platform containing all resources is available to employees
- The variety of resources and confidentiality of the Emerge Stronger Program is appreciated by the health care team

Employee Survey Results



Implications for Advancing the Practice of Perianesthesia Nursing

- Since the presentations, four employees have completed the Emerge Stronger Peer Support Training program
- Open discussions about SVP and available resources have contributed to employee well-being, employees seeking help, and speaking up for support
- Incorporate SVP into future initiatives (i.e., onboarding of new employees, expanding to other areas/hospitals)

References

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