



Development and implementation of a second victim program at a VA Medical Center

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Background

- A second victim is a healthcare provider involved in an unanticipated adverse event who becomes victimized in the sense that the provider is traumatized by the event.
- It is estimated that up to half of all healthcare providers will experience the effects of second victimhood at least once in their career.
- Second victims typically have an immediate reaction to the adverse event that can involve defense mechanisms and a variety of emotions. They may also experience a long-term stress response and effects that resemble PTSD symptoms.
- In a survey of nurses, physicians, and pharmacists, most healthcare providers reported that they did not receive any support after the adverse event.
- Support programs for second victims have been developed, the first being the forYOU program at the University of Missouri Healthcare. This program was reviewed after 5 years and had over 1000 encounters with peer supporters documented.
- There is limited data regarding the changes in perception of patient safety culture within an institution, especially within the pharmacy department.

Rationale and Objectives

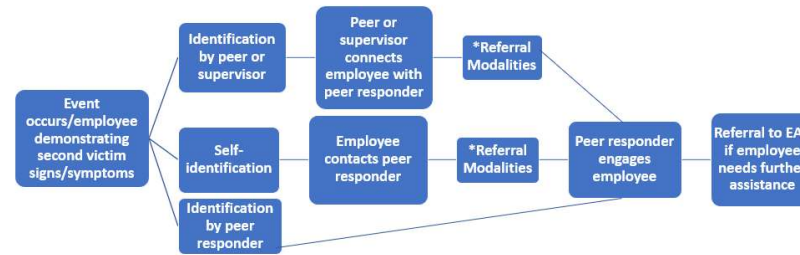
Rationale:
The lack of any current peer support program at this facility and the potential repercussions on employees involved in medical errors and their institution demonstrates the importance of the development and implementation of a support program for victims.

- Objectives:**
- To develop and implement a second victim program to provide support for healthcare professionals involved in an adverse event at Veteran Health Indiana
 - To assess the effects on patient safety culture and second victimhood specifically within the pharmacy department as well as across the institution

Implementation Plan

- Phase 1: Recruitment of Peer Responders
- Phase 2: Training of Peer Responders
- Phase 3: Program Launch in Pilot Department (Pharmacy)
- Phase 4: Program Expansion

Algorithm for Referral

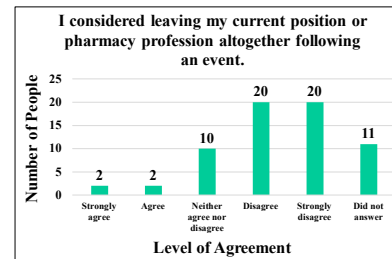
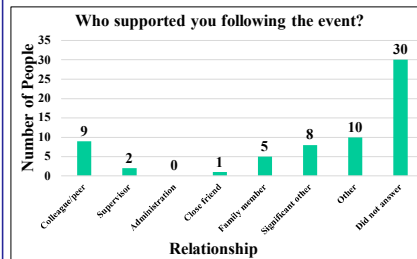


- *Referral Modalities
- Program email
 - Peer responder contact information list (on shared website)

Data Collection

Pharmacy Service Survey – Prior to Program Implementation (N=231)

- 37/65** People had heard of the term "second victim"
- 23/64** People had been involved in a clinical event that caused personal problems such as anxiety, depression, or concern about ability to perform job
- 7/35** Of those who had been involved in a clinical event received support from someone at Veteran Health Indiana



2019 All-Employee Survey – Pharmacy Service (N=231)

Results are reported on a scale from 1 to 5; 5 being the highest

QUESTION	SCORE
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	3.97
Considering everything, how satisfied are you with your job?	4.15
I have not felt burned out from work.	3.13
I do not worry that this job is hardening me emotionally.	3.52
I have accomplished many worthwhile things in this job.	3.10
Are you considering leaving your job in the next year?	19% - Yes

Primary reasons for considering leaving current position:
Other (6%), different job in the VA (5%), retirement (4%), work/life balance (4%), personal (4%)

Preliminary Conclusions

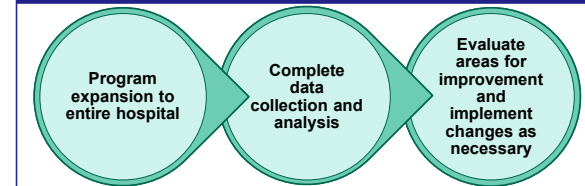
- Overall, 35% of people who responded to the survey have been involved in a clinical event that caused personal problems
- Of those people reporting involvement in a clinical event, only 7 reported receiving support from someone at the institution
- Most people reported overall satisfaction with their work, although more people responded negatively about experiencing burnout
- Within the Pharmacy Service, 19% of employees were considering leaving their job within the next year

*Of note, data points describing general use of the program will also be included once available.

Limitations

- Challenges to implementation and specific data collection tools such as the All-Employee Survey may not be generalizable outside of the Veterans Affairs health system
- Potential for limited applicability of program launch given this particular program was started specifically within the pharmacy department

Future Direction



References

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Disclosures

The authors of this presentation have the following to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation:

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