

BIDMC Peer Support Program

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Introduction/Problem

Over the last decade, there has been a growing body of literature describing the experiences health care workers face when they are part of or witness an adverse event or other upsetting situation. Sometimes, impacted health care workers are described as “second victims” because the events are challenging to deal with, especially alone. Often, those who can be most supportive in these circumstances are peers. Following a successful pilot Peer Support Program in 2013, the program today includes **169** volunteer Peer Supporters from a variety of disciplines including medicine, nursing, social work, and occupational/physical therapy. Peer Supporters have been selected by their colleagues as being reliable sources of support. They have completed formal training for their respective departments and are available to provide staff with one-on-one **confidential** support anytime if they are dealing with adverse event-related, patient-related, work-related, or personal events. Since 2016, the program has expanded to include HCA.

Aim/Goal

The aim/goal was to recruit additional Peer Supporters, increase utilization of the program, and assess the impact of the program on health care workers at BIDMC.

The Team

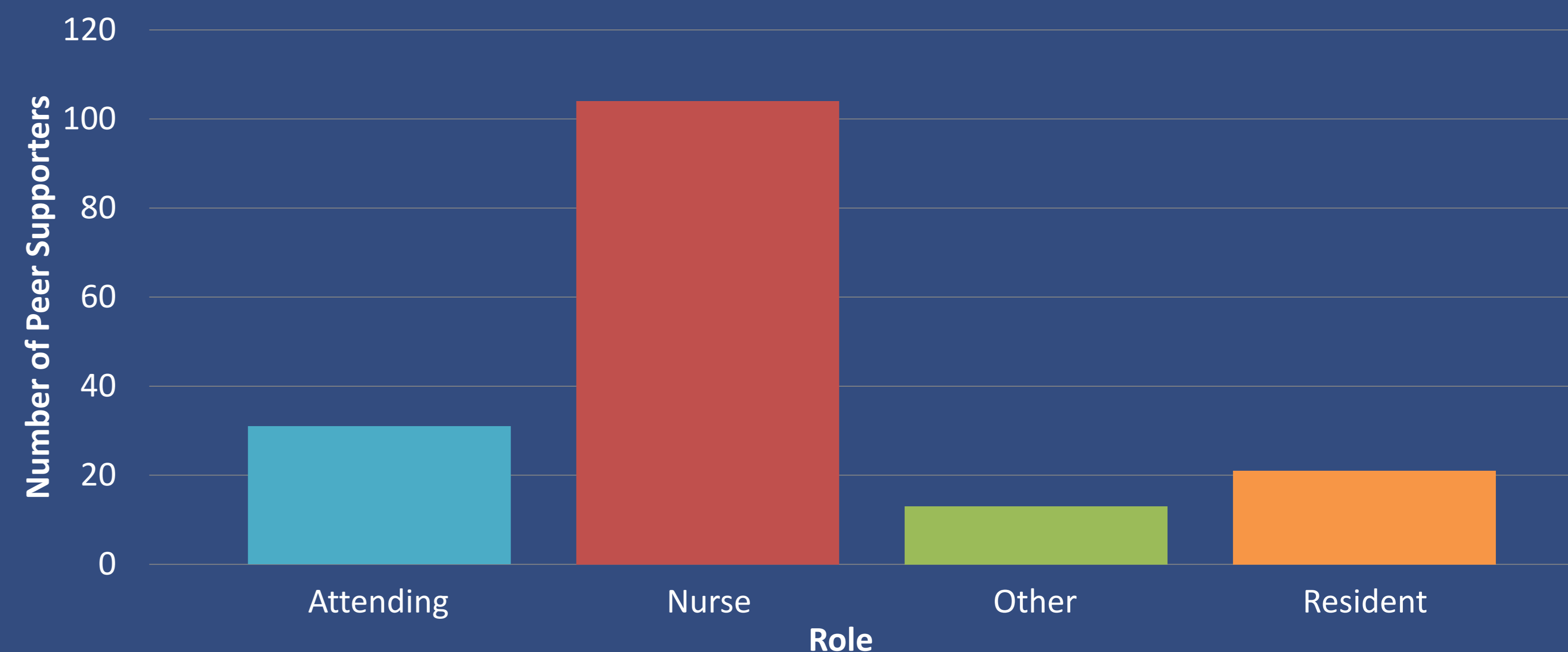
Pat Folcarelli, RN, MA, PhD (HCQ); Taj Qureshi, MPH (HCQ); Steve Pratt, MD (Anesthesia); Andrew Zaglin (HR); Pam Peck, PsyD (Psychiatry); Leslie Aji, RN, MS (PCS); Phyllis West, RN, MS (PCS); Kristen Russell, RN, MS (PCS); Joanne Devine, RN, MS (PCS); Mary McDonough, LICSW (PCS); Judy Bieber (HR); Suzanne Joyner, RN (PCS); Cheryle Totte, RN, MS (HCQ)

The Interventions

- Continued to track the number and types of peer support encounters per month
- Conducted two additional training sessions for newly recruited Peer Supporters
- Published a portal story to feature the program
- Edited the program’s portal page to include an updated list of Peer Supporters and resources

Results/Progress to Date

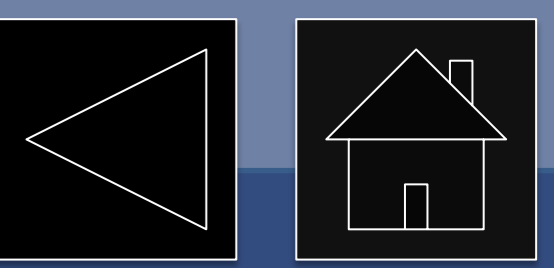
Peer Supporters by Role



The program is currently comprised of **169** Peer Supporters. “Other” includes social workers, physical/occupational therapists, clinical resource/trials specialists, patient care technicians, and more.

For more information, contact:

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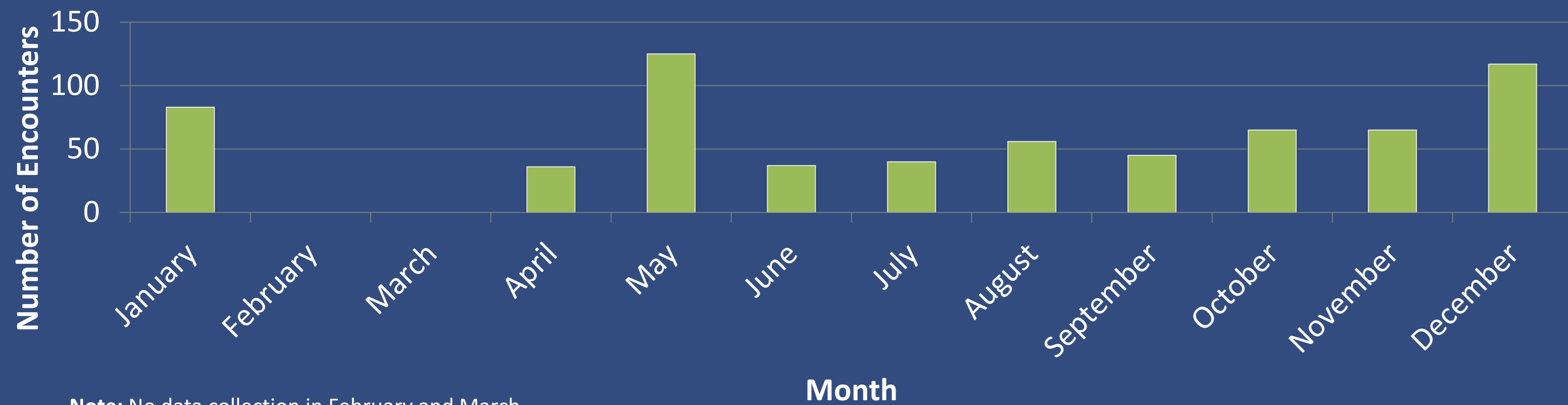


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More Results/Progress to Date

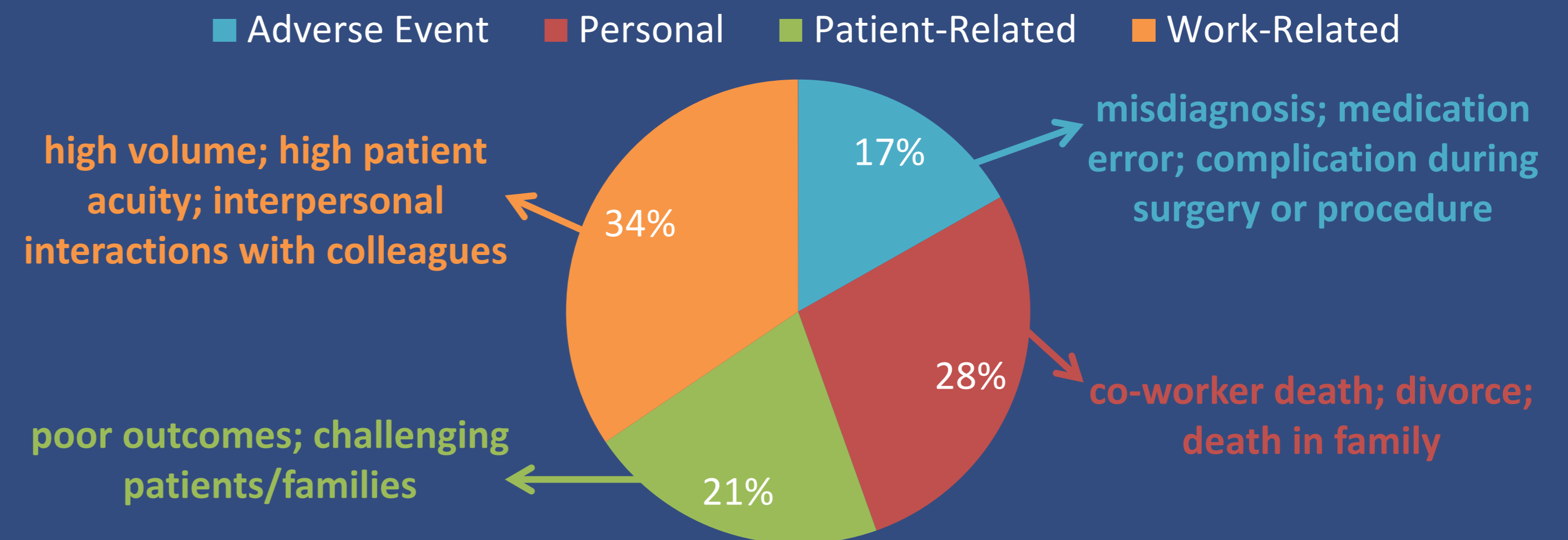
Peer Support Encounters by Month CY17



Note: No data collection in February and March.

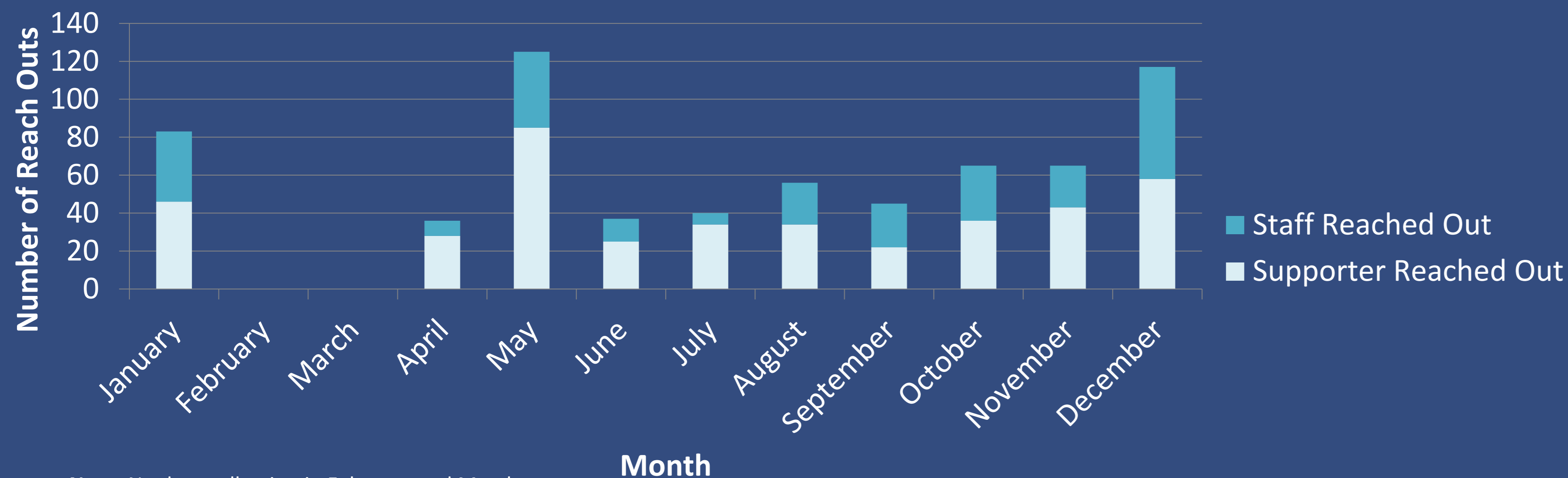
Within the last calendar year, Peer Supporters have engaged in nearly **700** peer support encounters across the medical center.

Peer Support Reach Out Topics FY18 Q1



In recent months, the focus of the support has been *largely* related to work-related and personal issues.

Staff and Supporter Reach Outs by Month CY17



Note: No data collection in February and March.

In **over half** the encounters, Peer Supporters reached out to staff.

Lessons Learned

Overall, the BIDMC Peer Support Program aligns with hospital-wide efforts to improve upon multi-dimensional, shared community experiences – be it patient, family member, or employee. The recently formed **Office of the BIDMC Experience** is engaged in improvement opportunities identified by collecting and analyzing patient survey, employee engagement, and physician experience data. Programs like the Peer Support Program are valuable to the success of improving the collective community experience for those receiving extraordinary care and those working collaboratively at BIDMC.

Next Steps

The future focus of the program will be to ensure that every clinical work area has an identified Peer Supporter.

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