

# Peer Support at BIDMC

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## Introduction/Problem

In the course of the day-to-day care of patients our clinicians are put in challenging, stressful, and often upsetting situations. The emotional aftermath of a death of a patient, a difficult code, or an adverse event can be difficult to deal with, especially alone. Following a successful pilot Peer Support Program in 2013, the program today includes 135 volunteer Peer Supporters from a variety of disciplines in inpatient units, the emergency department, and non-patient facing units across the hospital. In 2016, we expanded the program to include Health Care Associates.

## Aim/Goal

To increase the utilization of the program and assess the impact of the Peer Support Program on employees and physicians at BIDMC

## The Team

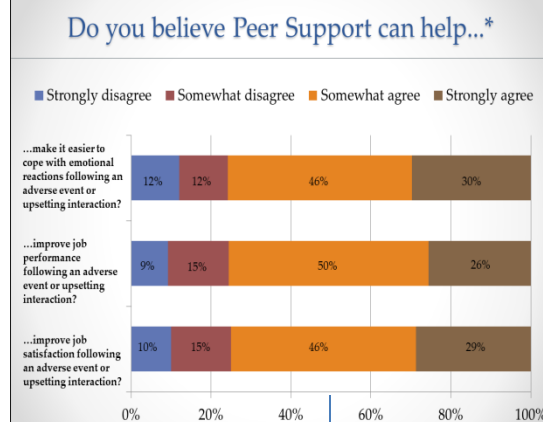
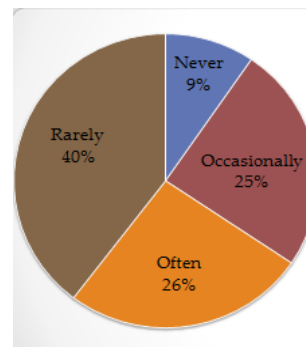
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- Pat Folcarelli RN, MA, PhD , HCQ;
- Steve Pratt MD, Anesthesia;
- Andrew Zaglin , Human Resources;
- Pamela Peck PsyD, Psychiatry;
- Leslie Aji RN,MS PCS;
- Jane Foley RN, MS, PCS;
- Phyllis West RN, MS , PCS;
- Kristen Russell RN, MS ,PCS;
- Joanne Devine R, MS , PCS;
- Mary McDonough LICSW , PCS;
- Mary Fay RN, MS , HCQ,
- Richard Whyte MD Surgery

## The Interventions

- We continue to track the number of Peer Support encounters month-to-month
- We conducted a survey of the staff on the pilot units to assess the awareness and perceived effectiveness of the program over the last three years.
- We spread the program to Health Care Associates this year. We also conducted training programs for additional/new peer supporters for the program.

## Results/Progress to Date

In the last 12 months, how often have you experienced an adverse event or had an interaction at work that caused you emotional stress?



Of the 251 survey respondents - 70% of respondents believe that peer support makes it easier to cope with emotional reactions to events and 70% of respondents believe peer support can improve job performance and satisfaction

## Lessons Learned

A strategic communication plan is essential to promoting this program across the organization. In order to reach all staff in a large teaching hospital, departments would benefit from incorporating this resource into their new employee onboarding process.

## Next Steps

- Continue to build awareness of the program
- Recruit and train new peer supporters

