

In the wake of adverse patient events, many healthcare professionals experience caregiver event-related trauma.

Symptoms may include:

- Frustration
- Decreased job satisfaction
- Anger
- Extreme sadness
- Difficulty concentrating
- Flashbacks
- Loss of confidence
- Grief
- Remorse
- Depression
- Repetitive/intrusive memories
- Self-doubt
- Return to work anxiety
- Second guessing career
- Fear of reputation damage
- Excessive excitability
- Avoidance of patient care area

The Integrated Emotional Support Program is a resource for healthcare professionals who provide direct patient care OR who make decisions that directly impact patient outcomes.

Employee Assistance Program (EAP)

Phone: 855.394.5547

Online: guidanceresources.com

Health Care Web ID: UNCHC

University Web ID: TARHEELS

Critical Incident Stress Management (CISM) Team

CISM on-call coordinator

Pager: 216.3636

If no response, page the on-call Chaplain at 123.3288

Peer Support Program (S.U.P.P.O.R.T.)

Phone: 919.966.5479

Pager: 216.0660

Taking Care of Our Own Physician and resident wellness promotion and burnout prevention

Phone: 919.445.0218

24 hour Pastoral Care

Pager: 123.3288

INTEGRATED EMOTIONAL SUPPORT PROGRAM



PROVIDING EMOTIONAL SUPPORT FOR CAREGIVER EVENT-RELATED TRAUMA

The Integrated Emotional Support Program is designed to connect healthcare professionals with emotional support resources after adverse patient outcomes.



UNC
SCHOOL OF MEDICINE



Employee Support Resources for Healthcare Professionals Following Adverse Patient Outcomes

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Provides referrals to counselors in the community



WHAT DOES EAP PROVIDE?

- Free face to face visits with a local counselor
- Services are completely confidential and free of charge
- Sessions are protected under HIPAA—Employer and manager will not be notified

WHO CAN USE EAP?

Employee Assistance Program resources are available for all employees and employee household members including spouses, children, and parents.

For more information on additional services provided by EAP, please visit the Employee Assistance Program website on the intranet.

CRITICAL INCIDENT STRESS MANAGEMENT (CISM) TEAM

Implements group-focused and individual support



WHAT DOES CISM PROVIDE?

- Trained emotional support
- Food and beverages when available
- Educational handouts on self-care

CISM can also provide emotional support for caregiver trauma that occurs outside of adverse patient events. For more information on additional services provided by the CISM Team, please visit their website on the intranet.

IF YOU OR YOUR DEPARTMENT WANT TO SET UP CISM TEAM SUPPORT

Page the on-call CISM team member at 216.3636.

ANY UNC HEALTHCARE EMPLOYEE CAN INITIATE CISM TEAM SUPPORT

PEER TO PEER SUPPORT PROGRAM (S.U.P.P.O.R.T.)

Connects professionals with trained peer support volunteers



WHAT DOES PEER SUPPORT PROVIDE?

S.U.P.P.O.R.T. (Setting Up Peer Professional Outreach for Recovery from Traumatic events) connects health care professionals with 1:1 peer support after adverse patient events or events with serious unanticipated patient outcomes.

WHO CAN USE PEER SUPPORT?

Healthcare professionals involved in patient care including, but not limited to...

- Physicians
- Advanced Practice Providers
- Nurses
- Techs
- Therapists