



# Help us help you.

Complete a quick survey.

Have you received support from the Care team? Please take a few minutes to complete the survey on the back of this brochure. When you are finished, please cut off this panel and send it to the Vice President of Nursing and Patient Services, P.O. Box 100335.



### Common reactions to a stressful event include:

- Sleep and/or eating disturbance
- Difficulty concentrating
- Headache
- Fatigue
- Diarrhea
- Nausea or vomiting
- Rapid heart rate and/or breathing
- Muscle tension

### Psychological symptoms associated with second victim include:

- Isolation
- Frustration
- Fear
- Grief and remorse
- Feeling uncomfortable returning to work
- Anger and irritability
- Depression and/or extreme sadness
- Self-doubt
- Flashbacks
- Poor attention span after a stressful clinical event

### Ways to cope with stress:

- Remind yourself that it is okay to experience some expected reactions to a stressful event.
- Give yourself permission to react; don't try to hide your feelings.
- Keep your life as routine as possible.
- Eat regularly. Minimize the use of sugar and caffeine.
- Physical exercise, along with relaxation, will alleviate some physical reactions to stress.
- Avoid alcohol and drug use.
- Do something nice for yourself!

*Adopted from the University of Missouri forYOU program.*

### Help is only a call away!

For immediate assistance, please call 352.494.5795.

There is no cost to use this program.



CARE FOR COLLEAGUES  
UF Health



Caring for our own.



## Caring for our own.

The Care for Colleagues program provides support to our health care workers after events that are difficult. Situations can include traumatic clinical events, the death of a patient or any other events that are emotionally challenging. Peer supporters are trained to provide crisis intervention, team briefings and mentoring.

A member of the Care team is available to employees who need support and guidance while experiencing a normal reaction to a stressful event or outcome, also called a "second victim."

Care for Colleagues helps to increase institutional awareness of the second victim phenomenon, provide consistent and targeted systemwide guidance and support of the second victim, and provide additional resources for the management team to effectively support the second victim.

### The Care for Colleagues program will:

- Provide "emotional first aid" to our staff who have been involved in unanticipated and stressful events.
- Provide one-on-one peer support and explore the staff member's normal reactions and feelings that often occur after a stressful or traumatic event.
- Provide the second victim with a "safe zone" to express thoughts and reactions to enhance coping.
- Provide the employee assurance that he or she is experiencing a normal reaction.
- Ensure that information shared is strictly confidential.



### What is a second victim?

Second victims are health care providers who are involved in traumatic clinical events, the death or injury of a patient or any other event that is emotionally challenging and become victimized in the sense that the provider is traumatized by the event.

### Second victims often:

- Feel personally responsible for the unexpected patient outcome
- Feel as though they have failed the patient
- Second-guess their clinical skills and knowledge

## How did we do?

If you've received support from the Care team, please fill out this form. Your comments will be used in a confidential manner to improve the services we provide.

### 1. I am a:

- Nurse
- Attending physician
- Pharmacist
- Respiratory therapist
- Social worker
- Resident
- Advanced Practice Provider, or APP
- Other \_\_\_\_\_

### 3. The peer support I received from Care for Colleagues was:

- Very beneficial
- Beneficial
- Somewhat beneficial
- Neutral
- Not at all beneficial

### 2. How distressing was this event?

- Very distressing
- Distressing
- Somewhat distressing
- Neutral
- Not at all distressing

### 4. How satisfied were you with the experience?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Neutral
- Not at all satisfied

### 5. I would recommend the Care for Colleagues service to a colleague:

- Yes
- No, please explain why not:

\_\_\_\_\_

### 6. How can we improve our team?

\_\_\_\_\_

### 7. Please have a member of the Care team contact me.

Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_



For additional resources, please call the UF Health Shands Employee Assistance Program at 352.265.5493 or the UF Employee Assistance Program at 1.833.306.0103.



## Thank you!

Thank you for taking the time to provide us feedback on Care for Colleagues. To submit this survey, please send it via campus mail to:

**Vice President of Nursing and Patient Services  
P.O. Box 100335**