

Program Title: Physicians for Physicians

Dates: 03/09/2020, 1 pm- 5pm

Location: The Peter M. Winter Institute for Simulation, Education, and Research (**WISER**)

230 McKee Pl, Pittsburgh, PA 15213

Program Overview: Adverse outcomes whether anticipated or unanticipated can be the result of errors or a natural consequence of providing medical care. Patients and families frequently look to professionals for both information and support after an adverse event. Health care professionals struggle with these issues on a regular basis and find it particularly difficult to deal with these issues when they perceive, either accurately or inaccurately, that the care they provided played a role in the adverse event. Clinicians report increased stress, sleep problems, and loss of confidence after an adverse event, particularly if it is preventable. The individual clinician is referred to as the “second victim” because of the personal and professional impact of the event.

The goals of a Professional Peer Support program are to

- Minimize the human toll when unanticipated adverse events occur.
- Provide a “safe zone” for faculty and staff to receive support to mitigate the impact of an adverse event.
- Develop an internal rapid response infrastructure of “emotional first aid” for staff and clinicians following an adverse event.

Objectives of Physicians for Physicians workshop:

- Understand the literature on psychological/professional consequences of errors on providers.
- Understand principles of crisis management and Peer support.
- Provide appropriate peer support, and identify those in need of formal professional counseling.

Target Audience: Physicians

Course Directors:

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□ Accreditation and credit designation

In support of improving patient care, the University of Pittsburgh is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME) and the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Physicians

The University of Pittsburgh School of Medicine designates this live activity for a maximum of 3.25 *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Other health care professionals

Other health care professionals will receive a certificate of attendance confirming the number of contact hours commensurate with the extent of participation in this activity.

Faculty Disclosure

No members of the planning committee, speakers, presenters, authors, content reviewers and/or anyone else in a position to control the content of this education activity have relevant financial relationships with any entity producing, marketing, re-selling, or distributing health care goods or services, used on, or consumed by, patients to disclose.

Disclaimer Statement

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Physicians for Physicians

Program: 3/9/2020, 1 pm- 5 pm, WISER

12.30 pm- 1 pm- Light lunch

1. 1:00 – 1:10 **Welcome/Introductions - Chelluri**
2. 1:10 – 1:30 **UPMC Physicians for Physicians program operations –Chelluri, Deans, Turner**
 - Program Deployment
 - Peer supporters and training
 - Peer support sessions
 - Resources/Referrals
 - Team Maintenance and Quarterly meetings
3. 1:30- 2:000 **Burnout and Stress – a personal story - Maroon**
4. 2:00 – 2:20
What is the 2nd Victim Phenomenon - Deans, Amin
 - Literature review
 - Trajectory of recovery after an adverse event

*****Break 10 minutes; Light refreshments*****
5. 2:30- 2:40 **Stress Reactions – Deans, Magill**
6. 2:40 – 3:00 **Peer Support - Deans, Amin, Chelluri**
 - Why peer support
 - Don'ts of intervention/Dos of intervention
 - Intervention reminders
7. 3:00-3:20 **Mirror Techniques – Magill, Deans**
 - Restatement
 - Paraphrase
 - Reflection of Emotion
8. 3:20-3:40 **Assisting Individuals Model- SAFER-Revised (cue card) including empathy – Magill, Deans**

*****Break 10 minutes; Light refreshments*****
9. 3:50 -4:50 **Scenario/Skills Practice – Amin, Magill, Deans, Chelluri**
10. 4:50- 5:00 **Wrap up – Chelluri**
11. 5-00 **Adjournment**