

When Nurses Can't COPE: A Successful Peer Support Program Model In An Acute Care Hospital

Christine Frost, MSN/MBA, RN
Senior Director, Acute Care Services

Carol Lacher, MSN, RN
Clinical Director, NICU, Clatanoff Pavilion Flex, and Lactation

Lisa Davis, MSN, RN
Unit Charge Nurse, Labor and Delivery

Debra Keane, RN
Hospital Administrative Coordinator, Staff Nurse, Short Stay Unit

Anne Arundel Medical Center, Annapolis, Maryland

2015 ANCC National Magnet Conference
October 9, 2015 8:00am-9:00am Session C905

• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration



LIVING HEALTHIER TOGETHER



• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration



LIVING HEALTHIER TOGETHER

Objectives

- Discuss importance of CISM (Critical Incident Stress Management)
- Describe step by step process of creating and launching a CISM team in an acute care setting
- Describe communication strategies that can lead to successful implementation and sustainability of a CISM team in an acute care setting

• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration



LIVING HEALTHIER TOGETHER

Our Story

Started when several AAMC staff nurses attended the 2010 Maryland Patient Safety Conference.

Something they heard was too powerful to ignore....

• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration



LIVING HEALTHIER TOGETHER

First Steps

- Leadership Support
- Brainstorming
- Attended ICISF 11th World Congress Conference in 2011
- Discovered CISM

• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

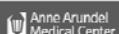


LIVING HEALTHIER TOGETHER

What is CISM?

- Acute intervention
- Psychological first-aid
- Peer to peer

• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration



LIVING HEALTHIER TOGETHER



Goals of CISM

- Lower stress response
- Accelerate recovery
- Connect employees with resources

• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration



LEAVING HEALTHCARE FEARTHIER

Mission

To provide support to any Anne Arundel Medical Center employee following a stressful work related incident

Vision

To enhance the well-being of our staff by providing prompt crisis intervention to our caregivers following a stressful work related incident

• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration



LEAVING HEALTHCARE FEARTHIER

Brand Your Team

C.O.P.E


Compassion
Outreach
Peer
Encouragement

Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

Anne Arundel Medical Center

LIVING HEALTHIER TOGETHER

C.O.P.E



Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

Anne Arundel Medical Center

LIVING HEALTHIER TOGETHER



Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

Anne Arundel Medical Center

LIVING HEALTHIER TOGETHER

Build Your Team



• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

Anne Arundel
Medical Center

LIVING HEALTHIER TOGETHER

Financials

- Cost of program
- Foundation funds
- Nursing Administration

• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

Anne Arundel
Medical Center

LIVING HEALTHIER TOGETHER

Structure

- COPE Liaison Meeting
- COPE Steering Committee
- Professional Nurse Council

• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

Anne Arundel
Medical Center


LIVING HEALTHIER TOGETHER

Communication




• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

Anne Arundel Medical Center LIVING HEALTHIER TOGETHER



AAMC C.O.P.E. Program



Compassion. Outreach.
Peer. Encouragement.
Supporting our AAMC Staff

COP@amc.org

Anne Arundel Medical Center

**Compassion, Outreach,
Caring for those who care for others.
Peer Encouragement.**


As people working in a healthcare environment, we know you're living experiences related to incident stress. This is an emotional, physical and psychological response to an event. It can damage a person's ability to function.

AAMC provides emotional support stress management (ESM) through its C.O.P.E. program. Several resources are available to provide support, comfort and resources following an event. They are meant to provide information for groups or individuals as needed.

If you have questions or would like help, please contact us at **COP@AMC.ORG**.


For immediate assistance, call:

- Integrated Peerline Administrator Coordinator: 410-336-5000
- Outreach Peerline Administrator Coordinator: 410-336-5000
- Support: 410-485-1000



17 • Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

Anne Arundel Medical Center LIVING HEALTHIER TOGETHER



AAMC C.O.P.E. Program

Compassion
Outreach
Peer
Encouragement

Supporting our AAMC Staff

Anne Arundel Medical Center

As a family member or friend, how can I help?

- Listen carefully.
- Spend time with the person. Offer assistance and lend a listening ear even if they have not asked for help.
- Reassure them that they are safe.
- Help them and encourage take the desired walking, sitting for the family.
- Allow them some private time.
- Consider their safety or other feelings personally.
- Try to avoid saying things such as "It could be worse" or "It's part of your job." These statements are often not helpful or appropriate. Instead, tell them you are very much as even has occurred and want to understand and assist them in any way you can.

NOF000010

12 • Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

Anne Arundel Medical Center LIVING HEALTHIER TOGETHER

How does it work at Anne Arundel Medical Center?

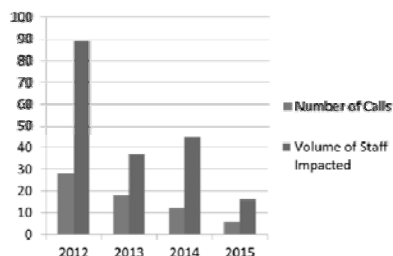


• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration



LIVING HEALTHIER TOGETHER

Call Volume Metrics



• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

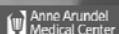


LIVING HEALTHIER TOGETHER

Sustaining the program





• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration



LIVING HEALTHIER TOGETHER

Voice of the Employees - Survey and Testimonial




• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

LIVING HEALTHIER TOGETHER

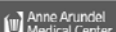


• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

LIVING HEALTHIER TOGETHER



For additional information, email us at:
COPE@aahs.org

• Compassion • Trust • Dedication • Innovation • Quality • Diversity • Collaboration

LIVING HEALTHIER TOGETHER



Contact Information

Christine Frost, MSN/MBA, RN
cfrost@aahs.org

Carol Lacher, MSN, RN
clacher@aahs.org

Lisa Davis, MSN, RN
ldavis@aahs.org

Debra Keane, RN
dkeane@aahs.org