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

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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
Our Story

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

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

First Steps

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

What is CISM?

• Acute intervention
• Psychological first-aid
• Peer to peer
Goals of CISM

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

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
Brand Your Team

C.O.P.E
Compassion
Outreach
Peer
Encouragement
Build Your Team

Financials

- Cost of program
- Foundation funds
- Nursing Administration

Structure

- COPE Liaison Meeting
- COPE Steering Committee
- Professional Nurse Council
How does it work at Anne Arundel Medical Center?

Call Volume Metrics

Sustaining the program
Voice of the Employees -
Survey and Testimonial

For additional information, email us at:
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