



**HOTLINE**

**989.583.HOPE** (4673)

[www.covenanthealthcare.com/hopeteam](http://www.covenanthealthcare.com/hopeteam)



Extraordinary care for every generation.

**Covenant HealthCare**

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HOPE TEAM  
**Here for YOU**

**...AND YOUR FAMILY**





The Here forYOU program was created to help Covenant HealthCare staff members who may be considered second victims. A second victim is a healthcare team member who is involved in an unanticipated or stressful event who becomes victimized in the sense that he or she is traumatized by the event. Our goal is to educate and offer assistance to providers who are experiencing the second victim phenomenon. Recognizing that **family members and friends may also be affected by what happens to a loved one at work, we want**

to provide you information about second victims. This information is to help you understand the situation and allow you to provide support to your loved one. This brochure contains tips and frequently asked questions.

The Here forYOU team is comprised of volunteers from a variety of disciplines. The team includes physicians, nurses, respiratory therapists, social workers and chaplains. Here forYOU team members have been trained in crisis support and stress management and were selected because of their high level of competence supporting second victims.

If you have concerns or would like more assistance, please contact the Here forYOU Team at **989.583.HOPE (4673)**.

### Second victims may:

- Feel personally responsible for a stressful event.
- Feel as though they have failed the patient.
- Second guess their clinical skills and knowledge base.
- Experience a wide variety of symptoms related to stress.
- Feel numbness or an absence of response.
- Not want to discuss the case for fear of breaking confidentiality requirements.
- Become less tolerant of normal interactions that occur outside of work.

### How family members can help:

- Listen carefully; this can be more meaningful than talking.
- Avoid saying, "Everything will be okay," "This is fate," or "Just quit." These expressions will not improve the situation.
- Do not take their anger or frustration personally.
- Give them time to work through their feelings.
- Understand that their reactions are normal.
- Encourage plenty of rest and a well balanced diet.
- Offer your sincere sorrow.
- Give them space and time to be alone.
- Know that stress reactions may last days or weeks.
- Become more familiar with your loved one's symptoms.
- Help with everyday tasks like cleaning, cooking and caring for the family.
- Call the Here forYOU Team if you feel your loved one is not coping well within a few weeks following the event.
- Consider encouraging your loved one to speak with a professional counselor if his or her symptoms do not lessen within a few weeks.

## COMMON REACTIONS TO STRESSFUL EVENTS

### Physical Symptoms

- Sleep disturbance
- Difficulty concentrating
- Eating disturbance
- Headache
- Fatigue
- Diarrhea
- Rapid heart rate
- Rapid breathing
- Muscle tension

### Psychological Symptoms

- Isolation
- Frustration
- Fear
- Grief and remorse
- Discomfort with returning to work
- Anger and irritability
- Depression
- Self-doubt
- Flashbacks