



WHAT IS A

SECOND VICTIM?

A second victim is a healthcare provider who is involved in an unanticipated high-risk event that has caused harm or has the potential to cause harm to a patient, causing the healthcare provider to become victimized due to the trauma of the event.

WHAT IS THE

HOPETEAM?

The HOPE Team provides support in a safe zone for staff and physicians who are experiencing a normal response to a stressful event or unanticipated patient event.

The team's goal is to ensure all employees, physicians, volunteers and students of Covenant HealthCare feel supported and are able to return to their pre-event baseline performance.



HOPE TEAM

Here for YOU

HOTLINE

989.583.HOPE (4673)

www.covenanthealthcare.com/hopeteam

COVENANT
HealthCare

Extraordinary care for every generation.

Covenant HealthCare

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HOPE

HOPE TEAM

Here for YOU

SUPPORT FOR
SECOND VICTIMS



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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



SECOND VICTIMS OFTEN...

- Feel personally responsible for the unanticipated patient outcome
- Feel as though they have failed the patient
- Second guess their clinical decisions and skills
- Second guess their knowledge base
- Exhibit feelings of anxiety, depression and shame

WHAT CAN THE
HOPE TEAM

DO FOR YOU?

- Provide a safe zone to express feelings and reflect on the event to improve coping
- Guarantee information shared is confidential
- Provide one-on-one support
- Reassure you that these are normal reactions after a traumatic event

WAYS TO COPE

WITH STRESS

- Remind yourself that it's okay – you are experiencing a common reaction to a stressful event
- Keep your normal routine as much as possible
- Physical exercise and relaxation will help you cope with physical reactions to stress
- Avoid alcohol and drug use
- Do not try to hide your feelings
- Eat regularly, minimizing sugar and caffeine
- Do something nice for yourself

H.O.P.E.

HANG . ON . PAIN . ENDS .

