

Caring for employees in connection with adverse events. Quick overview



1 Build resilience and avoid stigmatization Prepare employees to deal with adverse events

Training and discussion regarding

- adverse events: occurrence, types
- normal reactions
- how to provide peer support
- culture of infallibility versus open and learning culture
- local routines
- how to talk with patients, users, and families after adverse events



2 Five basic principles and a 10-point list Care for employees in a systematic way

The basic principles for dealing with people in crisis are to promote a sense of

- safety
- calm
- self-efficacy
- connectedness
- hope

Recommendation is for psychological first aid + learning debrief.
Psychological debrief is not recommended.

Psychological first aid
Psychological support

Emotional and practical support

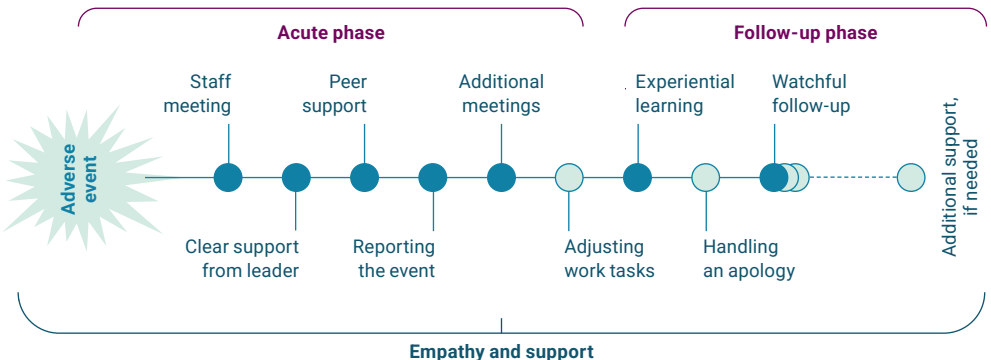
Learning debrief
Review of event

Learning and improvement

Psychological debrief

Dealing with emotional reactions

Caring for employees



3 Support from colleagues is what matters most to employees

Organize peer support

Types of peer support

- informal collegial support
- buddy system
- local, trained peer support team
- central group of professional resources
- peer support systems in professional associations.

Formalizing peer support

- shows that the organization cares
- has a positive impact on the culture
- can be implemented with low-threshold and low-cost measures

How to provide good peer support?

Psychological first aid (also called psychosocial support)

- listen
- show warmth and empathy
- offer practical help
- help strengthen a sense of efficacy
- don't make light of the experience

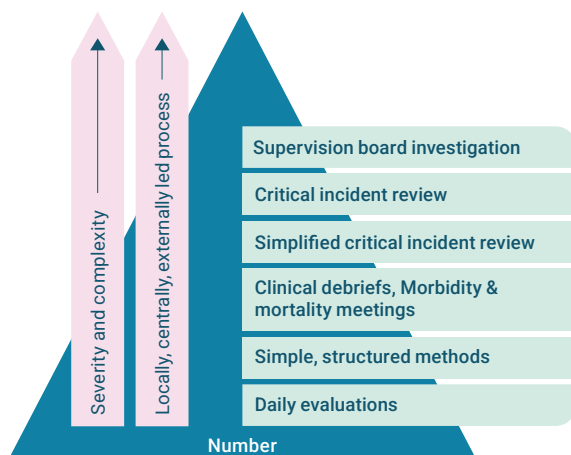
Those involved may also find support in professional sparring.

4 Need for a repertoire of methods

Involve employees in reviewing events, learning, and improvement

A good foundation for experiential learning can be established by starting with reviews of simple adverse events and of positive events.

Reviews of less serious events can reveal risks and identify opportunities for improvement, thereby preventing more serious incidents.



Scan the QR-code to find supporting materials in English for our Guide to caring for patients, users, family and employees in connection with adverse events.