



Common reactions to a stressful event:

Physical symptoms:

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

Psychological symptoms:

- Isolation
- Frustration
- Fear
- Grief and remorse
- Uncomfortable returning to work
- Anger and irritability
- Depression
- Extreme sadness
- Self doubt
- Flashbacks

Ways to cope with stress:

- Physical exercise, along with relaxation, will help alleviate some physical reactions to stress
- Remind yourself that it is OK that you are experiencing reactions to a stressful event
- Keep your life as routine as possible
- Avoid alcohol and drug use

The PVHMC C.A.R.E.S. team is free, confidential, and available when assistance is needed.

Request Peer Support by:

- Submitting an Event Report through the event reporting system
- Notifying your manager/supervisor

SOURCE: Susan D. Scott, Ph.D., RN, CPPS, FAAN



Compassion | Accountability | Resolution
Embracing Safety



MEDICAL CENTER

Expert care with a personal touch

PVHMC

**Compassion
Accountability
Resolution
Embracing
Safety**



Compassion | Accountability | Resolution
Embracing Safety

We are here for YOU:

Pomona Valley Hospital Medical Center (PVHMC) is committed to the care of our Associates and providers. Our goal is to respond when one of our own colleagues is grieving due to an unexpected event. We also help our team members understand what is known about the “wounded healer” or “second victim” phenomenon to help Associates/Providers return to their professional practice.



Wounded Healer / Second Victim

- A health care team member who is involved in an unexpected event, stressful situation, or patient-related injury and who becomes hurt in the sense that they are experiencing trauma from the event
- Often feel personally responsible for the outcome
- Feel as though they have failed the patient
- Second-guess their skills and knowledge



The PVHMC C.A.R.E.S. Team has been created to help:

- Increase awareness of the second victim phenomenon
- Provide consistent and targeted system-wide support of the second victim
- Provide additional resources to effectively support second victims

The PVHMC C.A.R.E.S. Team is a team of volunteers from a variety of disciplines. The Peer support team is trained in effective and compassionate communication to respond to the needs of our caregiver.



The PVHMC C.A.R.E.S. Team will:

- Provide the second victim with a “safe zone” to express thoughts and reactions to enhance coping
- Ensure that information shared is strictly confidential
- Provide one-on-one peer support and explore the Associate’s reactions and feelings that often occur after a stressful or traumatic event
- Meet with you in a safe space as designated by you (e.g. cafeteria, private office, chapel, outside campus, etc.)



Compassion | Accountability | Resolution
Embracing Safety