

RISE

Resilience In Stressful Events Program

THE RISE TOOLKIT PREVIEW: An Introductory Guide to Implementing a Peer Support Program

USING THE RISE TOOLKIT PREVIEW

The RISE toolkit preview is designed to provide an overview of the process for implementing a RISE program. The RISE program was developed at The Johns Hopkins Hospital in an effort to provide timely, peer support to health care workers who are second victims and/or that encounter stressful, patient-related events. The preview will guide you through the key steps to implement a program using the RISE model. It is general enough to allow you to customize the program to meet your unique organizational needs. It also provides an estimated timeline. The tool describes three general phases: 1) preparation, 2) action, and 3) sustainment/maintenance. We expect this tool will help you determine your “readiness” for program implementation and provide a framework for implementing a RISE program in your organization.

Organization Name: _____

Organization Size (number of patient beds, clinical rooms or employees): _____

Central QI/Safety Coordinator (if applicable): _____

Employee Assistant Program (EAP) Representative: _____

Goal Implementation Date: _____

PHASE 1: PREPARATION



Preparation should begin approximately 6-18 months before implementation.

- 1. Understand the second victim concept and the impact of stress in the healthcare environment:** *Review local or national cases that have been publicized in the media and cases that may have been encountered at your organization; Literature review (articles available in the RISE toolkit).*
- 2. Assess Organizational Staff Needs** *Complete Staff Survey (MITSS or JHH tool available); Share results with staff.*
- 3. Engage Key Stakeholders** *Share supporting evidence, organizational assessment results, data, stories & RISE Introduction with organizational decision makers (i.e. CNO, VPMA, Medical Director etc....).*
- 4. Establish a RISE Workgroup** *Determine who should be on the team to help drive the operations; identify roles, responsibilities, and project plan for RISE implementation*
- 5. Schedule Regular RISE Workgroup Meetings** *Weekly to every-other-week meetings recommended (approximately 4 hours/month); Identify recorder for meetings, including action items for Next Steps.*
- 6. Identify a Goal Implementation Date** *Consider other organizational initiatives.*
- 7. Identify a RISE Coordinator** *Approximately 0.3-0.5 FTE.*
- 8. Identify a Training Method for Peer Responders** *(Social Resilience Model (SRM), GRACE, Psychological First Aide, etc...)*
- 9. Recruit Multidisciplinary Peer Responders** *Extend invitation to a meeting to review program details (tool provided in RISE toolkit) and review submitted applications (tool provided in RISE toolkit); time to complete may vary depending on the number of recruits you seek.*
- 10. Launch an Internal Awareness Campaign** *May repeat this several times throughout the process.*
- 11. Provide Training for Peer Responders** *Allow time to invite training resource (3-5 months); Pre-implementation: 20 hours of training is recommended (may depend on expertise of responders, available resources etc....).*
- 12. Identify Any Potential Barriers to RISE Success** *Develop a plan to overcome barriers.*



STOP: RISE READINESS BRIDGE #1

Check:

- Have you completed the Internal Organizational Assessment Survey?*
- Have you identified your peer responder team?*
- Do you have multidisciplinary representation on your team?*
- Has your team completed peer responder training?*
- Have you identified strategies to overcome any potential barriers?*

PHASE 2: ACTION

RISE STEP #1

MARKET PROGRAM TO FRONTLINE WORKERS

- Present at staff meetings and forums that will allow a connection to ALL employees
- Conduct RISE rounds

RISE STEP #2

IDENTIFY and RESPOND TO SECOND VICTIMS AND STRESSFUL EVENTS

- Create responder assignments
- Create an on call system for responders (Sample tool provided in RISE toolkit)
- Track calls (Tool provided in RISE toolkit)

RISE STEP #3

CONDUCT REGULAR MEETINGS *Monthly recommended in addition to debriefings*

- Learn from cases
- Use Toolkit; *Debrief after call and report/ discuss at meeting*
- Role-play scenarios (Vignettes provided in RISE toolkit)
- Repeat periodically to continually improve team skills



STOP: RISE READINESS BRIDGE #2

Check:

- Is everyone familiar with RISE tools?*
- How are group dynamics?*
- Are meetings well attended?*

PHASE 3: SUSTAINMENT/MAINTENANCE

1. Periodic repeated education and training for peer responders.
2. Effective communication process with peer responder team.
3. Frequent engagement of organizational leaders and frontline staff.
4. Continual marketing (*New employee orientation, staff meetings, human resources, electronic newsletter or email etc...*).
5. On-going evaluation of the program.

NOTES: