

# Evidence-Based Teaching Plan, Test, and Evaluation on Caring for Healthcare Provider Second Victims

Healthcare providers as “second victims” are involved in or witness **significant patient or employee crises**, including serious clinical errors, and are traumatized by these events.



## Outcomes for second victims include:

- Intense emotional responses
- Physical reactions
- Potentially career-ending effects



Peer and professional support services can augment informal support provided by family and colleagues, and **care for and retain these wounded healers.**

An evidence-based teaching plan and matching test offered during educational sessions in healthcare organizations might **increase healthcare personnel's knowledge of second victim experiences** and support programs.

Healthcare institutions have implemented programs by providing **compassionate, understanding responses** for healthcare personnel, such as:

- *Emotional first aid*
- *Respect for victims*
- *Supportive care*
- *Treatment to mitigate the trauma of second victims*

