

# Peer-to-Peer Support Program



We have been there.  
We care. We are  
privileged to listen,  
without judgement  
and stand beside you.

Healthcare providers are under unprecedented stress. Under normal circumstances, you balance increasing acuity among patients and pressure to meet institutional needs, while maintaining a functional home life. Add on a global pandemic, its effects on society and the rising baseline anxiety in our culture—the stress can be overwhelming.

In times like these, it is helpful to have someone to talk to—a peer who understands your circumstances and offer support. The CHI Franciscan Peer-to-Peer Support Program was created to facilitate meaningful, safe, confidential support for all physicians and ACPs.

## **Q: What is the Peer-to-Peer Support Program?**

A: The CHI Franciscan Peer-to-Peer Support Program is a joint effort between Medical Operations and Mission to support our physicians and ACPs. The program connects trained support peers with providers who are seeking help. The focus is to offer emotional support. It is not designed to provide counseling or clinical advice, although it may serve as a gateway to more extensive care.

## **Q: When would peer-to-peer support be helpful?**

A: There are many reasons to reach out for peer support. Examples include:

- Working under heightened stress due to the pandemic
- Institutional, personal or societal stresses
- A particularly challenging clinical encounter or patient death
- Challenging interactions with a patient, visitor or colleague
- Moral distress
- Feeling disengaged
- Feeling overwhelmed

## **Q: How does the program work?**

- 1) Provider contacts peer-to-peer network via email or phone.
- 2) Peer-to-peer liaison triages and forwards request to peer supporter.
- 3) Peer supporter contacts provider to arrange time to connect.
- 4) Provider and supporter meet/connect (time, frequency and duration as negotiated).
- 5) Supporter confirms need was met with liaison.

The National Suicide  
Prevention Lifeline

1-800-273-8255

If you would like to schedule counseling services through our Employee Assistance Program, search [www.acheivesolutions.net/chi](http://www.acheivesolutions.net/chi) or call 877-679-3819.

Peer-to-peer conversations build trust, discover strength and connect healthcare providers on an authentic level. We are here for each other.

**Q: Who are the peer supporters?**

A: Peer supporters are fellow physicians and ACPs from CHI Franciscan. They understand the rigors of the work, the pressure you carry and the high standards you have for yourself. They have been trained to offer confidential, non-judgmental support. They do not provide counseling, but can help refer to counseling resources if needed.

Efforts will be made to connect providers with peer supporters who do not share lines of authority or reporting. A provider seeking support will have the option of requesting a different peer supporter without question.

**Q: Is the conversation confidential?**

A: The program is housed under the Wellness Committee and as such is part of Quality Improvement. Under this umbrella, peer support conversations are protected from legal discovery by third parties with rare exceptions. These exceptions include indications of harm to self or others, questions of impairment or issues around patient safety.

Peer supporters and liaisons **will not** keep records of the conversation, nor will emails requesting use of the program be kept. Only general data regarding program use and any feedback offered for improvement will be recorded and presented. Supporters are here for the purpose of being a resource for you.

**Q: How do you reach out to utilize the Peer-to-Peer Support Program?**

A: Email [peertopeersupport@chifranciscan.org](mailto:peertopeersupport@chifranciscan.org). For more immediate needs, leave a message at 253-426-6735. Please specify that you are calling for peer support, leave your name and your preferred method of contact. A liaison will connect you with a peer supporter, who will reach out to you.

**If you need immediate and emergent mental health assistance or are considering suicide or harming another person, CALL 911.**

*We can all help prevent suicide. The National Suicide Prevention Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. 1-800-273-8255.*

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