

## Peer Supporter Role

### Program Overview

The UW Medicine PEER TO PEER Program is designed to provide support to our faculty, staff and trainees when there has been an adverse patient event or in any times of stress (e.g. feelings of burnout, pending lawsuit, moral distress).

### Who can be a Peer Supporter?

Any member of the healthcare team can be nominated to be a Peer Supporter. Our hope is to have a diverse array of Peer Supporters in our system. Peer Supporters should have at least 2 years of clinical (or role) experience and demonstrate the ability to be a good listener and be trusted by others. They will also be trained to understand the need to maintain confidentiality and appropriate boundaries.

### What does a Peer Supporter do?

Peer Supporters are volunteers who are trained to provide one-on-one confidential, emotional support as well as referrals to other support organizations as needed. A Peer Supporter will be dispatched within 24 hours of a request for support services being received. The Peer Supporter may email or call the individual in need of support to arrange a date and time to speak on the phone or meet in person. This is usually a one-time meeting with occasional, optional follow-up. During this PEER TO PEER meeting, the Peer Supporter mostly listens to their peer's concerns and offers support without feeling the need to give advice.

The team member being contacted with an offer of peer support can decide to participate or not - it is not a requirement and completely up to them. All contacted care team members are offered a basic information and resource brochure.

There may be times when a Peer Supporter thinks the care team member needs more support and our program will have these resources available to you to recommend (e.g. grief counseling, behavioral health, employee assistance program, etc.).

### What do we expect from a Peer Supporter?

Being a Peer Supporter is a commitment. It is a commitment to completing initial training, maintaining confidentiality, responding in a timely fashion to requests, engaging in continuous learning through quarterly trainee events and team meetings, and providing peers with the necessary resources.

We also want Peer Supporters to maintain awareness of colleagues in their home unit/department that may display signs and symptoms of needing support and to proactively reach out to offer them support or refer them to the PEER TO PEER Program and other resources.

**Please consider becoming a Peer Supporter!**

**Thank you**