...you can flex and bend in a challenging time of uncertainty...but also you need to recognize that you can ultimately bend so much that you can break and be lost. The Peer Support program...allow[ed] a safe space to vent and explore my feelings where I felt less alone and was able to build armor to face the road ahead.
A Year in Review

IN 2020, THE PEER SUPPORT PROGRAM WAS UTILIZED BY FACULTY, STAFF AND TRAINEES ACROSS NINE UW MEDICINE SITES

GROWTH IN YEAR 1 OF THE PROGRAM

Peer Support is not extra work to add onto my already heavy load, but rather extra connection with my peers that makes my load feel a bit lighter

- Nichole Doane, Registered Nurse, HMC

“"We are all in this together, the work we do is hard, it is important to show others that we care and we are human. Supporting and caring for each other is the most important work we can be doing for our staff so they are able to provide optimal patient centered care.”

-Sydne Mead-Smith, Registered Nurse, UWMC

Total referrals for peer support, including 154 informal encounters
A Year in Review

We are proud to touch a wide range of roles and support the diverse needs of our community in this most challenging year.

**TOP REASONS FOR PEER SUPPORT**

- Stress/Anxiety: 100
- Emotional Distress: 75
- Death of a Patient: 50
- COVID-19 Support: 25
- Patient Adverse Event: 25
- Burnout: 10
- Disruptive Patient: 0

**PARTICIPANT BREAKDOWN**

- Staff: 69%
- Faculty: 20%
- Trainees: 7%
- Not Identified: 4%

**10 MOST ENGAGED ROLES:**

- Registered Nurses
- Physicians
- Managers
- Patient Service Specialists
- Patient Care Technicians
- Assistant Managers
- Advanced Registered Nurse Practitioners
- Medical Assistants
- Respiratory Therapists
- Social Workers

"We are in this together! By being a supporter, we're giving our colleagues the camaraderie needed to get through some difficult issues."

- Jerard Cook, Patient Care Technician, UWMC Montlake

"Peer support is more than just providing assistance to a colleague. I have learned it affords me with the privilege of getting to know one of my colleagues better as we share challenges and vulnerabilities with each other. I am always amazed by the incredible personal and professional qualities of the people that I work beside every day. Peer support gives me another way to see and appreciate these colleagues."

- Douglas Wood, MD, School of Medicine
The most wonderful thing I have seen is the start of a shift, a tipping, towards a more supportive environment at work. It's a privilege to be reminded of this important work as I engage with colleagues. When I hear about a stressful event or colleague facing challenges I wonder, did they get peer support? If we keep at this it will become automatic and a huge culture change can happen!

- Andrea Kalus, MD, UW Roosevelt Clinic