

UW Medicine

PEER TO PEER PROGRAM

UW MEDICINE PEER SUPPORT
2022 ANNUAL REPORT

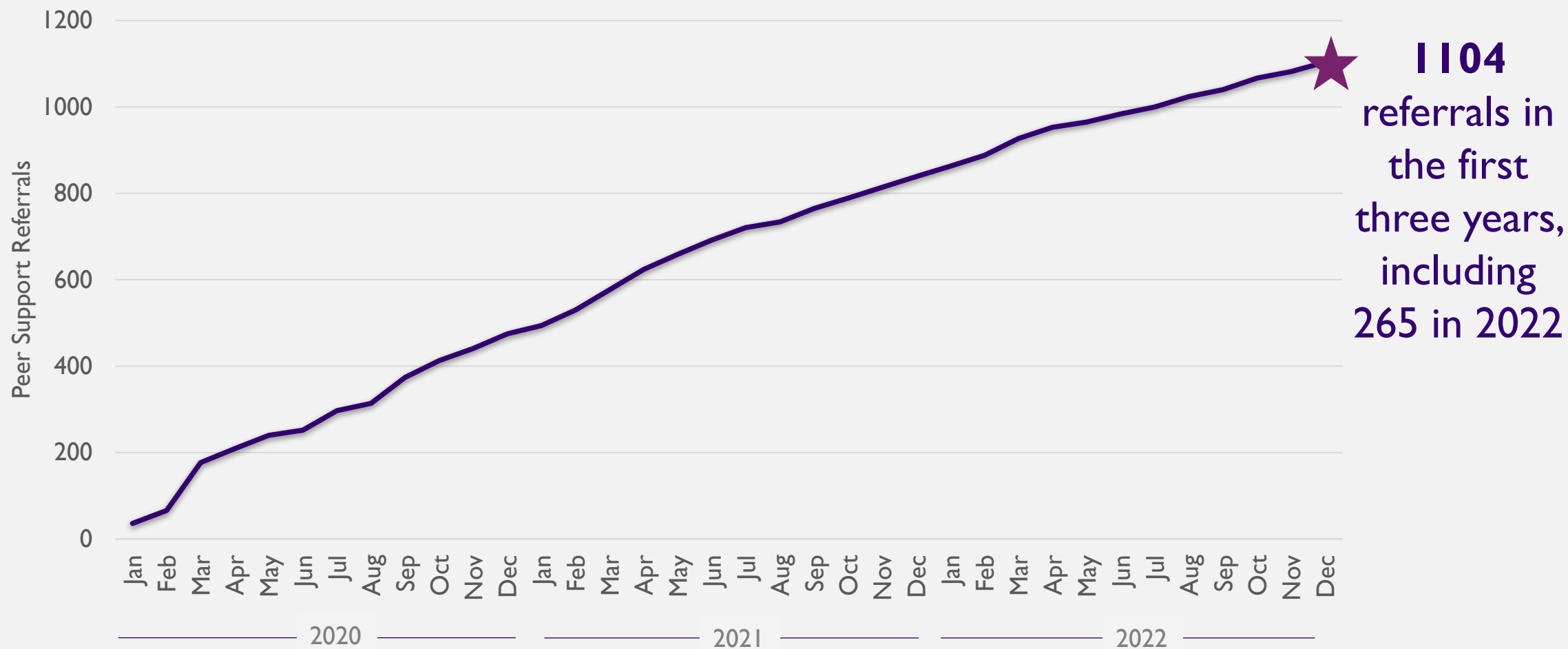
2022 HIGHLIGHTS

“I appreciate the support I received from the peer support program. It made all the difference. Nursing and medical stuff is just not something you can share with everyone, and it was good to be able to share my unexpected feelings with you. Thankfully I’m doing ok now. I’m so thankful to be a part of UW Medicine...I’m so grateful for the UW team.”

-Peer Supportee



GROWTH IN THE FIRST THREE YEARS OF THE PEER SUPPORT PROGRAM



Our Peer to Peer Program shows strong utilization compared to national averages, but we are focusing on marketing and outreach in 2023 to push back towards a 300 referrals per year as a target.

2022 TOTAL PROGRAM USAGE



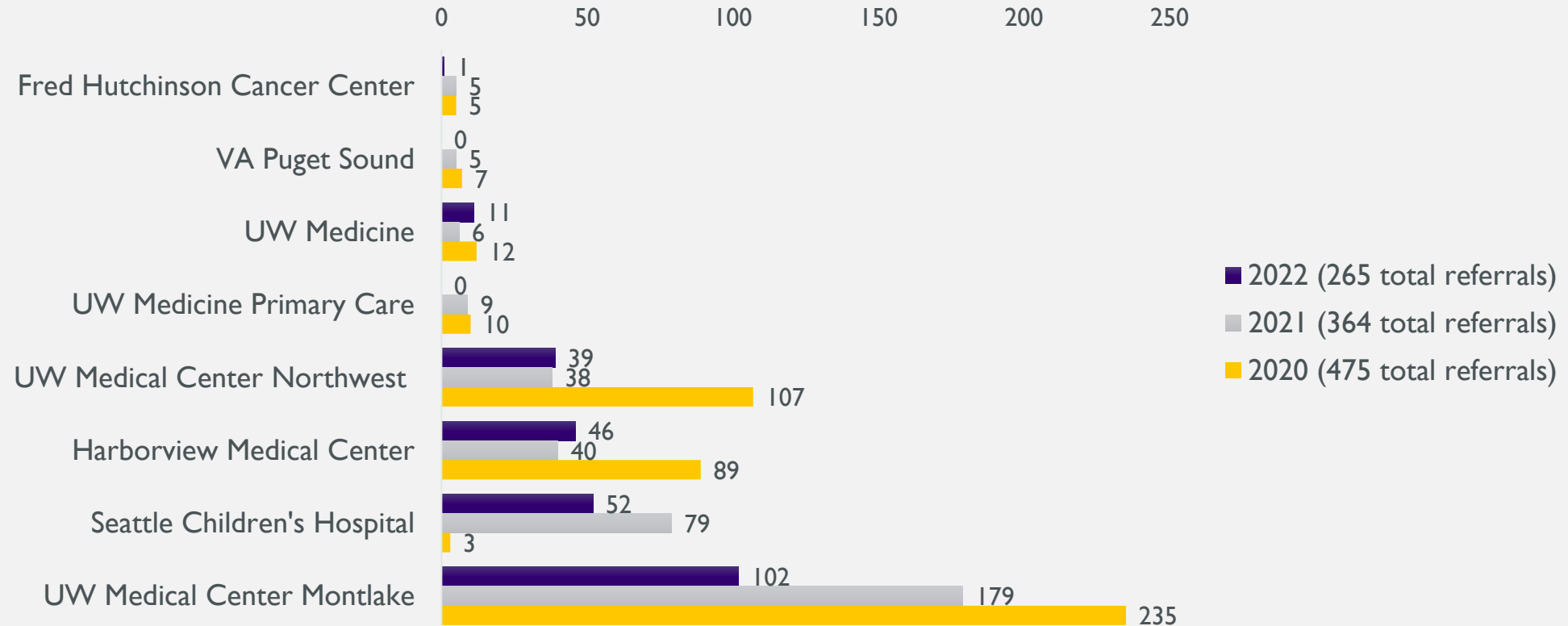
265 total requests for peer
support



Including 34 informal peer
support interactions

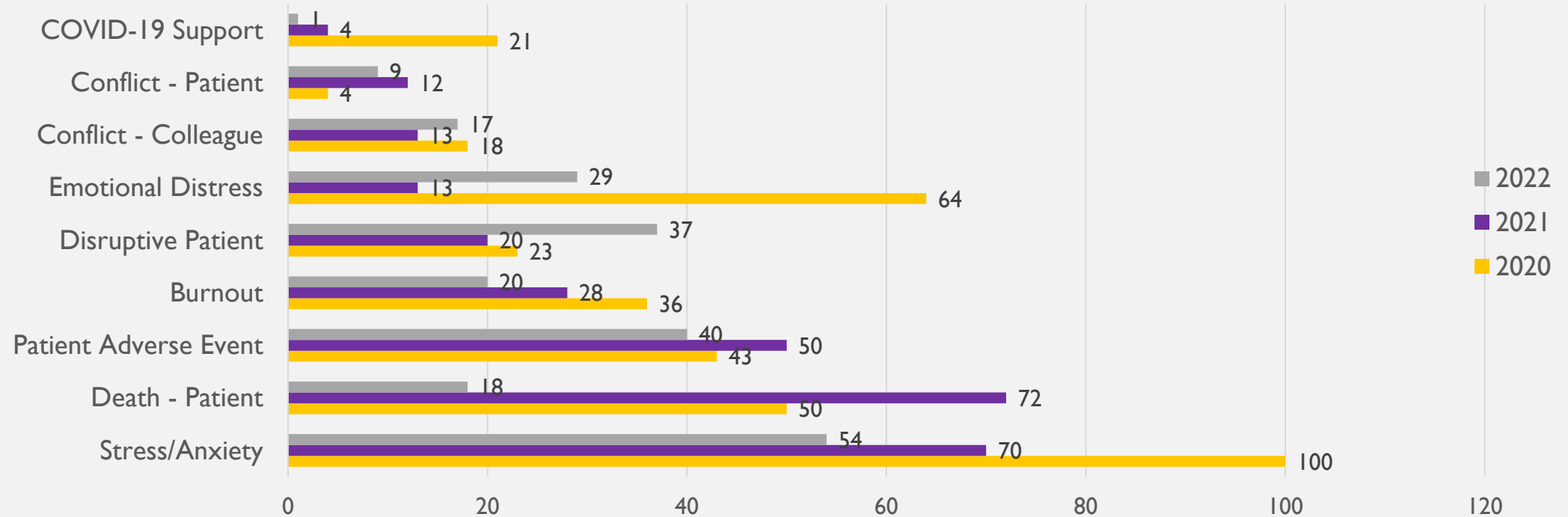
In 2022 we pivoted away from having our Peer Supporters track their informal sessions with peers. We know that many Peer Supporters are providing daily support in the areas where they work, and we do not want to burden them with additional tracking and documentation.

PEER SUPPORT REFERRALS BY SITE



Harborview, UWMC-Northwest, and UW Medicine saw slight increases in 2022 compared with the previous year. However, both Seattle Children's and UWMC-Montlake had notable decreases after high usage in 2021. We will target expansion at FHCC in 2023.

TOP REASONS FOR PEER SUPPORT IN 2020, 2021, AND 2022



We have seen an increase in workplace violence across our system which is manifesting in our high numbers of conflict with a colleague, disruptive patient, and emotional distress reported as reasons for seeking support in 2022.

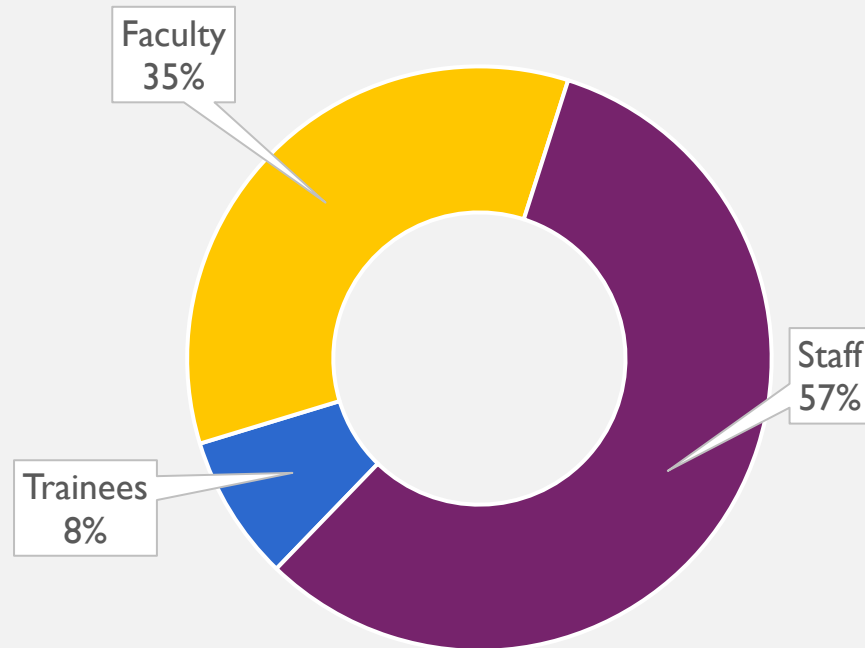
“It has been a true gift to feel the level of trust in these moments, to see the immense strength that vulnerability often requires. I ask myself, how I can be better? How can I better model acceptance of others, right where they are in the moment, in all interactions, even difficult ones? How can I provide better psychological safety in my day-to-day work? How can I make it "OK" for others to be human, to stop, to cry or be angry, to feel pain, to advocate for their own needs, to honor their own experience? Supporting others adds such deep richness of meaning and purpose to life.”

*- Heidi Denn, Staff,
Harborview Medical Center*



PEER SUPPORT REACHES A WIDE RANGE OF ROLES

Participant Breakdown



We see a distribution of utilization that is representative of the population within our system including a very diverse set of staff roles seeking peer support.

“As nurses we have been on a rollercoaster of emotions over the last two years. I have felt my strengths and my vulnerabilities in a more authentic way than I ever have in the past. As nurses we are capable of extraordinary things, we are also human, we need to take care of ourselves and each other.”

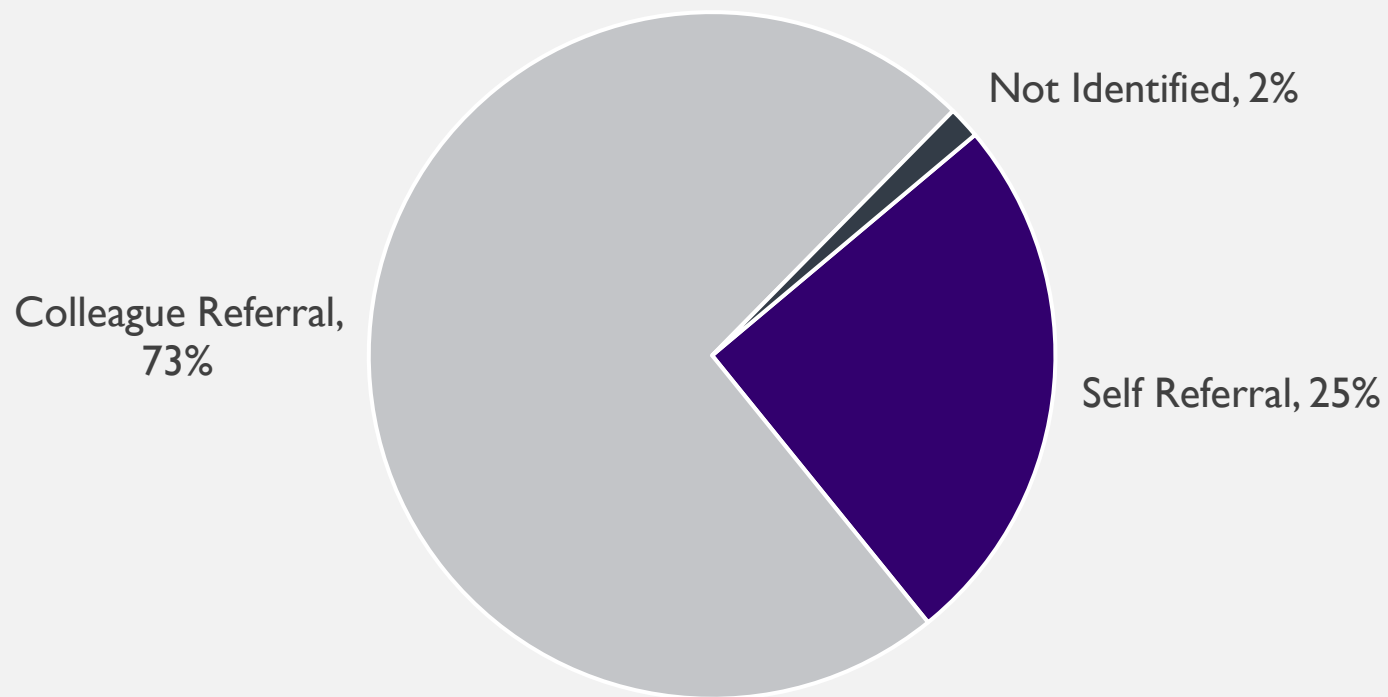
- Sydne Mead-Smith, RN,
- UW Medicine Montlake



2022 IN DEPTH REVIEW

WHO
NEEDS
HELP

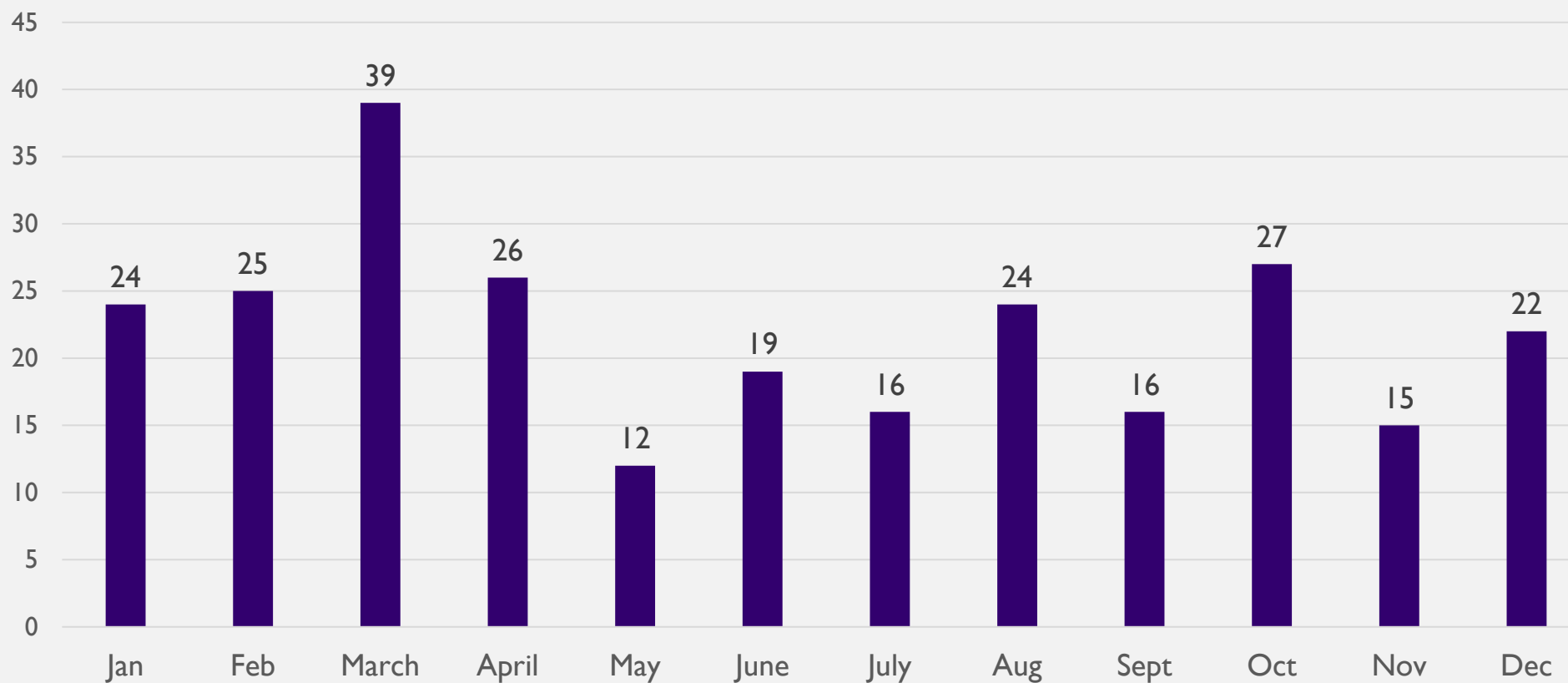
Self vs. Colleague Referrals for Peer Support
(n=265)



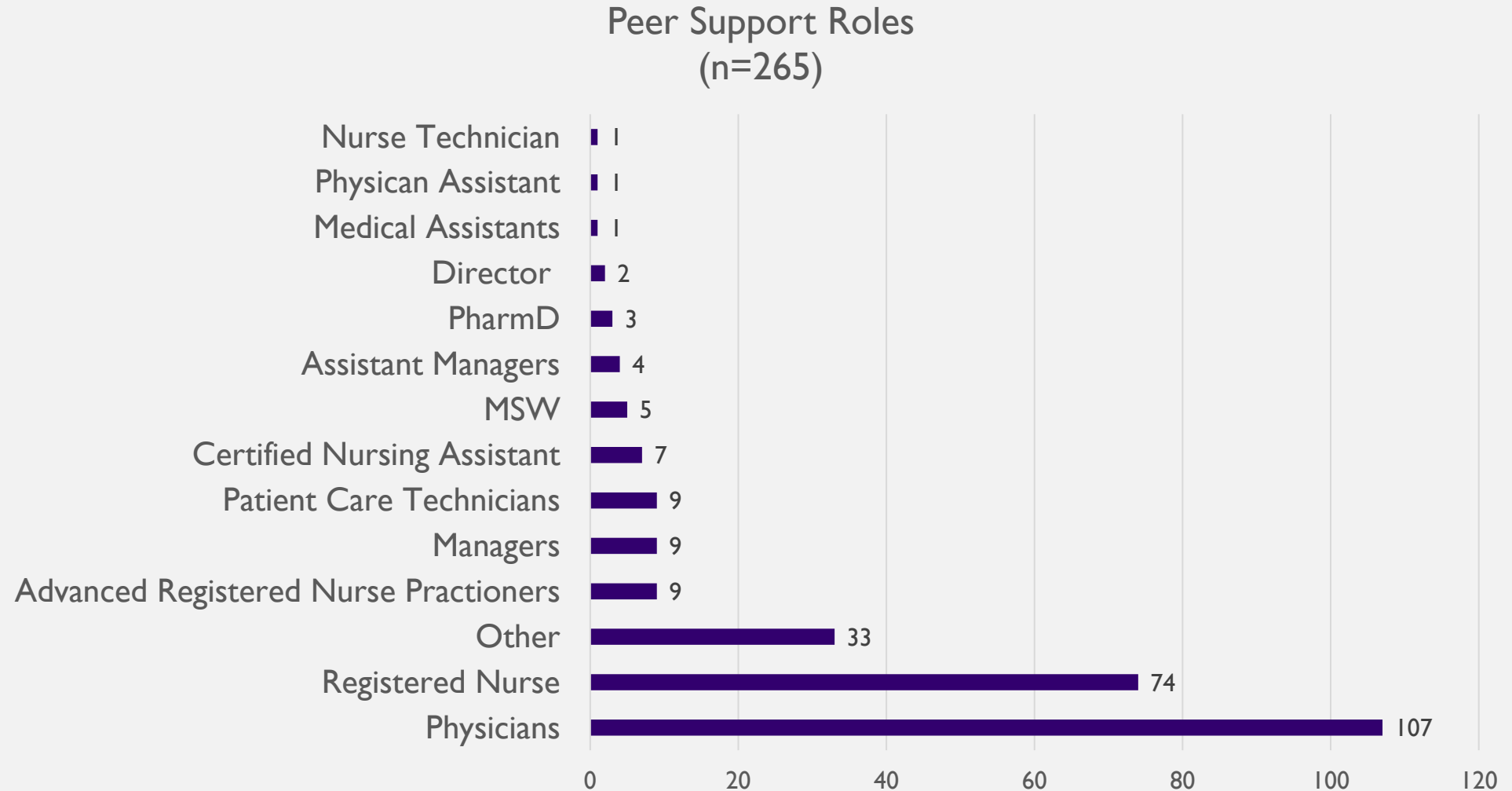
The proportion of colleague referrals to self referrals (73% to 25%) is a balance of entities automating the referral process and concerned colleagues leveraging peer support, and a strong demonstrated need for self referral options as well.

REQUEST TRENDS

Monthly Trends for Peer Support (n=265)

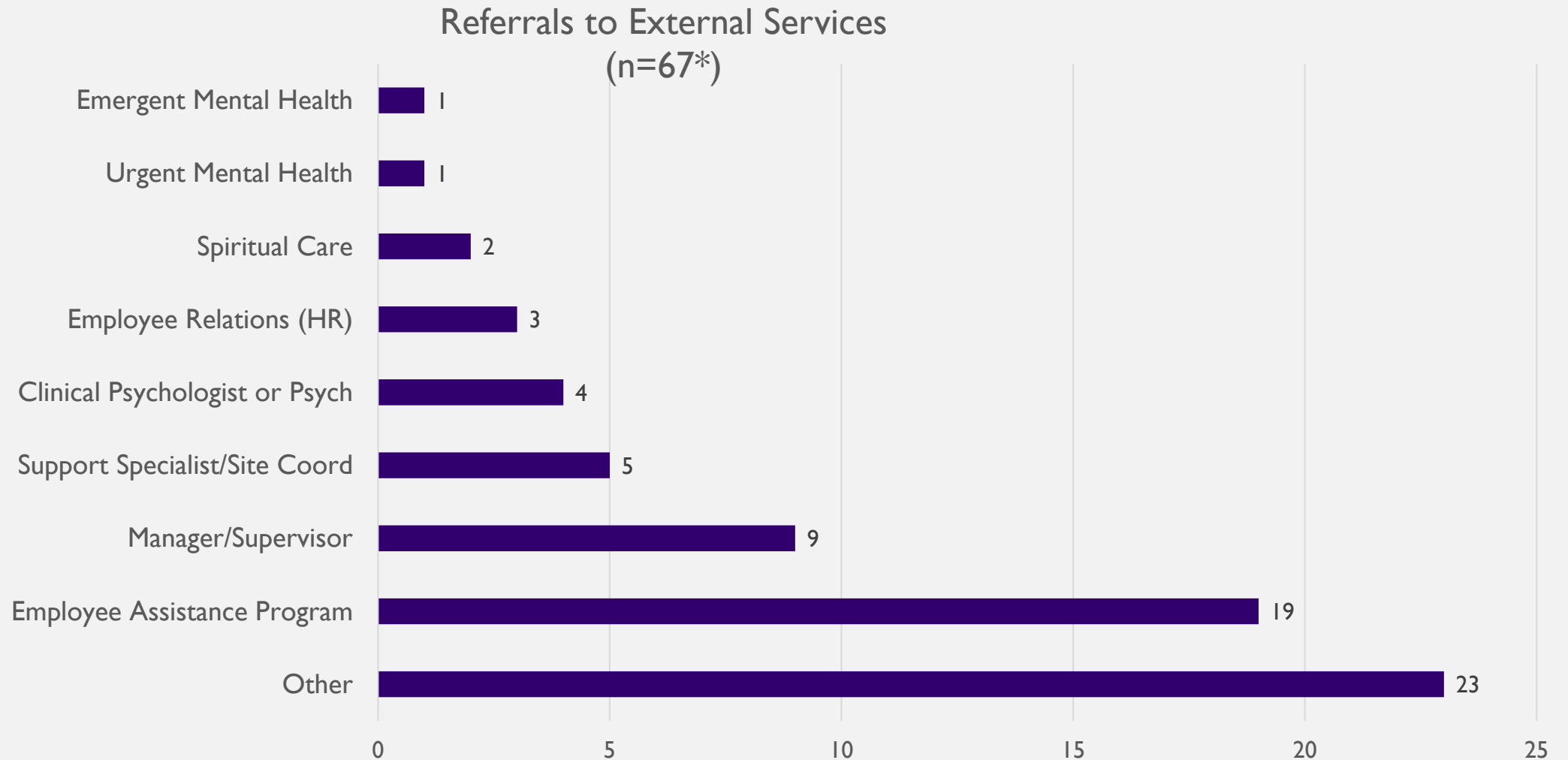


Peer Support was consistently utilized throughout 2022 with a predictable increased use during the autumn and winter months.



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OUTSIDE REFERRALS



With our new EAP partnership as of July 2023, we hope to expand our utilization of University resources and will offer EAP referral training in Autumn 2023

**Data not recorded for all records*