



## An announcement for faculty, staff and trainees at UW Medicine

The UW Medicine Peer to Peer Program is here to support all members of our healthcare team. UW Medicine recognizes that there is a growing sense of burnout and emotional fatigue among healthcare workers. This can be due to specific events or to cumulative stressors. Through the Peer to Peer Program, UW Medicine aims to better support you when work life can feel overwhelming.

### ***Qualified Peer Supporter nominations are due by January 24th, 2020.***

Selected Peer Supporters will receive training the afternoon of March 30th at Northwest Hospital.

### Frequently Asked Questions

#### What is the Peer to Peer Program?

The program is designed to provide a supportive listener after a stressful event or when the job feels overwhelming. Any care team member can access one-on-one support from a colleague in their field—a trained peer supporter.

#### How does someone become a Peer Supporter?

If you know someone that would be a great Peer Supporter, please complete and submit a nomination form on our website or by scanning this QR code.



*We welcome nominations for peer supporters representing a variety of disciplines and services at UW Medicine.*

#### Who are Peer Supporters? What do they offer?

Peer Supporters are your colleagues who were nominated and selected for this role because they are trusted by others and good listeners. They are trained to understand the need to maintain confidentiality and appropriate boundaries while providing one-on-one confidential, emotional support as well as referrals to other support services within UW Medicine or the community as needed.

#### When would I access a Peer Supporter?

The Peer to Peer Program is here to support any member of our healthcare teams. You could need support after a patient passes away, when you are involved in an adverse event, or after a difficult interaction with a colleague. It might be that it feels hard to come to work and you are feeling burned out or are finding less joy in your work. The Peer to Peer Program is here to help!

## Additional Frequently Asked Questions

### How do I access a Peer Supporter?

The easiest way to access the Peer to Peer Program is to submit a request form from the UW Medicine Peer to Peer Program intranet site. You can use this form to request peer support for yourself or to refer someone in need. In addition, after a known difficult clinical event, as a matter of routine, involved care team members may be contacted and offered peer support.

### How will I be contacted?

A Staff Support Specialist\* will contact you (or the person you referred) to match to a Peer Supporter or refer to the appropriate staff support service. The peer support match is based on UW Medicine entity, area of practice or department, clinical background, and availability. A designated peer supporter, who will only be given contact information, will contact the person in need of support to discuss how and when they would like to meet.

*\*Process may vary by entity/site*

### What happens next?

You can decide to speak on the phone or meet in person with the Peer Supporter. This is usually a one-time event but can include an occasional follow-up or referral to additional support. You will also be offered a basic information and resource brochure.

### What should I expect from the one to one session?

In this session, you will meet with a colleague who understands the unique challenges of a career in healthcare. Their job is to listen and offer support, as opposed to review the details of an event or provide counseling. The Peer Supporter is someone to be there as you navigate a difficult time or situation.

### Is this confidential?

Yes, the Peer Supporters maintain confidentiality (unless there are safety concerns for you, another individual, or a patient). When you meet with a Peer Supporter, the only people who will know that a conversation took place are you, the Peer Supporter, and the Staff Support Specialist.

### Additional Questions

Please email us at [uwmedpeertopeer@uw.edu](mailto:uwmedpeertopeer@uw.edu)