



CARE Response Program Addresses Second Victim Phenomenon Face-to-Face

Asante introduces new mental health program for employees

Health care workers have one main focus: the wellbeing and safety of the people they care for. When patients experience adverse events, employees also may suffer emotional, and sometimes physical, trauma. This phenomenon is known as “second victim.”

Professionals bounce from traumatic experiences to other care activities with no time to recover, often suffering in silence. These occurrences can have lasting effects that persist for months and sometimes, years.

It's imperative that professionals have a foundation of support for their emotional health just as patients do. As part of Asante's Behavioral Health initiative, the CARE Response program – Connection, Awareness and Re-stabilization – will be that **resource for employees who experience trauma on any level**. Through providing appropriate support and training, Asante professionals can continue providing the highest level of medical care and have a resource to turn to when they face difficult scenarios, anxiety, guilt or burnout.

Asante began piloting this model of care in 2018 at Asante Rogue Regional Medical Center. At the core of CARE Response is **helping professionals realize coping mechanisms that work well for them and providing additional support they may need to process their trauma in healthy ways**.

Jennifer Nidalmia, Resiliency Program Coordinator, Asante, says employees are seeking mental health support every day.

“No matter what role people have in the hospital, when they hear Asante is offering this resource for employees, it's a conversation starter to revitalize their self-care and talk about their mental health,” says Jennifer.

The CARE Response program needs to span across all of the hospitals and outpatient facilities.

Asante is here to provide you, our community, with compassionate medical care. CARE Response will enhance patient care and give employees the platform of support they need. **Your support will make this program possible systemwide.**

Learn about the AsanteForward Behavioral Health Initiative at: http://bit.ly/CARE_Response.

“We're on the cutting edge. It sets us apart. The fact that this door has opened is giving so much hope to people.”

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I was *lucky* that I navigated my trauma. But I know it's not that way for everyone.

Imagine being the care professional handling a baby born with severe birth anomalies or the first one on-deck when a young man arrives at the hospital with a blunt gunshot wound to his head. Then imagine carrying on with your day and patient care without acknowledging the emotional trauma you experienced. This is an everyday occurrence for health care professionals.

Retired nurse, Susan Binette, recalls these specific incidents throughout her 42-year career, which still to this day, bring her to tears.

"You kind of "stuff" those things. You push it all to the side and move on to the next patient. But people need time to work through it and have someone to talk to," she says.

Throughout her career, Susan witnessed caregivers face burnout or seek counseling on their own when they experienced trauma. Hospitals typically offer excellent patient support through social workers and other programs, but historically, health care systems haven't been able to provide the same amount of support for their employees in a formalized way.

Asante understands this critical need for its employees and to elevate quality of care for every patient that walks through its doors. As part of the Behavioral Health Initiative, a new groundbreaking program, CARE Response, will be a resource for staff to turn to when they experience trauma.

As a longtime patient caregiver, Susan's hope is that CARE Response succeeds and continues to be a vital asset to Asante employees.

"If we keep employees mentally healthy, they will be better caregivers for patients."



AsanteForward is Asante Foundation's most ambitious and significant philanthropic effort to date, with a 10-year goal of \$50 million.

The purpose of the campaign is to transform the quality and scope of health care available in Asante's nine-county region, providing residents with exceptional medical care in our own community.

Learn more: asantefoundation.org/campaign/.