

# PEER SUPPORT INITIATIVE - WDHB



People at heart  
Te iwi Ngakaunui

Give and earn respect  
Whakamana

Listen to me, talk to me  
Whakarongo

Fair play  
Mauri Pai

Growing the good  
Whakapakari

Stronger together  
Kotahitanga



# YOUR ED PEER SUPPORT TEAM

*Caring for the carers*



Gunner

From left: Sarah Scott, Nicky Holah, Maria Baxendine, Mike Haden-Jones, Joseph Thomas, Katy Cryer, Bec Pilcher, Cate Thorley, Cecille Duran, Penny Raza, Shameem Safih

# 'Caring for the Carers'





# Key Contact Themes for Peer Support Group

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- ☐ Trauma or resus patients
  - ☐ Workload pressures
  - ☐ Verbal or physical abuse from patients or family members
  - ☐ Personal issues outside of workplace
  - ☐ Workplace behaviours

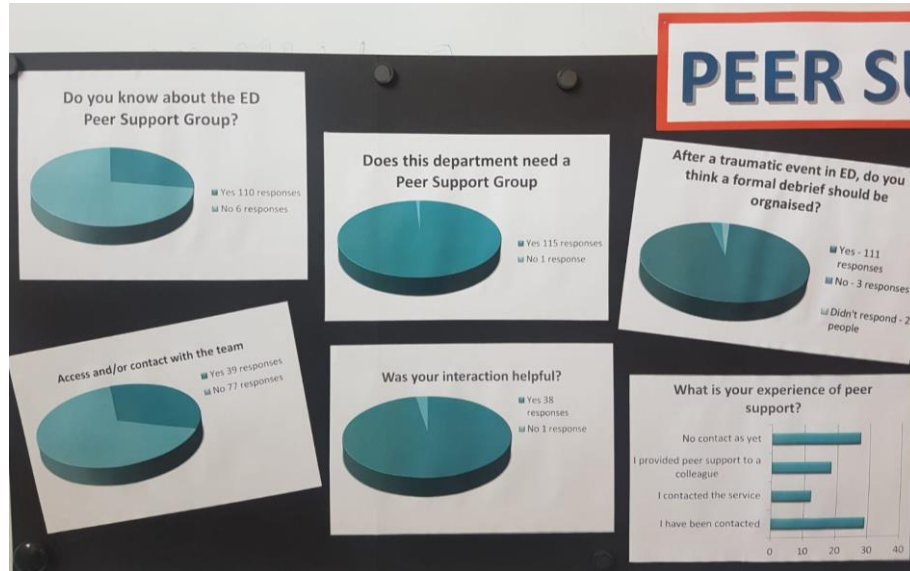
# Goals

- Listen and support
- Confidentially and integrity
- Collegiality
- Value staff
- Recognise need for further referral



# Staff Survey – First Audit

85% Staff Completion of Survey



What are barriers to Access?

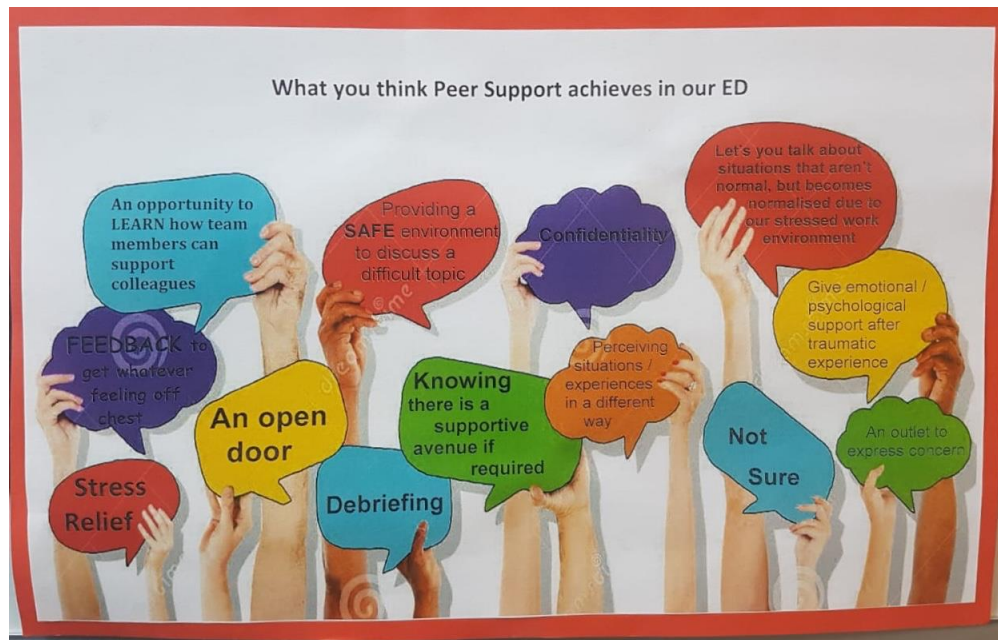
- #1 - Time constraints
- #2 – Nothing!
- Confidentiality concerns
- Fear of judgment

# Staff perspectives of what PSG achieves in our ED

- An open door
- Debriefing. Get 'whatever' off our chests
- A SAFE place to discuss difficult topics
- Confidentially
- Knowing support is there if needed
- Let's you talk about the abnormal with someone who gets it!
- Stress Relief

And finally

- "Not Sure" ..... (we value honesty)!



# Initiatives post Survey

- Communicating confidentiality & the PSG role
- Referrals from senior nursing and medical teams
- Expression of interest to include MDT – HCA and increased PSG numbers
- Guideline for larger team follow-up to improve efficiency of team
- Reduce access stigma: 'hot debriefs' lead by SMO on shift – (increased PSG presence).





# Team Development

- Workplace Support Person training
- 6 weekly meetings
- Registered Psychologist support for PSG
- Peer support welcome pack
- Trello App
- Focus of Wellness



# Departmental Initiatives

*Support, Grow, Nurture...*

- Staff education
  - staff safety and de-escalation training
- Staff wellness and resilience sessions
- Increased Social events
- Wellness & Roster Governance Group
- Employee of the Month



# Flow on Effect

- ❑ Blue Forms
  - Workplace professionalism & behaviours
- ❑ Escalation of staff safety
  - MHS Nurse Practitioner in ED
  - Increased MH presence
- ❑ Increased security support for aggressive patients and safety partners



# Where to Next?

## Ongoing Development & Presence

- Changing workplace
  - Cross section of staff in PSG
- Communication with staff
  - In-services, email reminder to senior groups regarding referrals, lobbying for management support
- Wider DHB Interest
  - Staff Safety Action Group & Directorate recognition

