



ERNST

The European Researchers' Network
Working on Second Victims

The study of the Second Victim phenomenon



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EUROPEAN COOPERATION
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Conflict of interest

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Principal investigator in projects funded by public research agencies in Spain on this subject

Guest Editor of Special Issues on the topic

No financing, investments, or employed family members with interests in healthcare sector companies. Employee of the public healthcare system in Spain

It seems that we now realise what happens in healthcare facilities on a daily basis



Psychological traumatizing events

... Life-threatening events, needle sticks, dramatic deaths, violent and threatening situations, torpid patient evolution, resuscitations, complaint, suicidal tendencies, harm to patients ...



uncertainty

fatigue



overload



complexity



Why the study of the second victim phenomenon is needed ?



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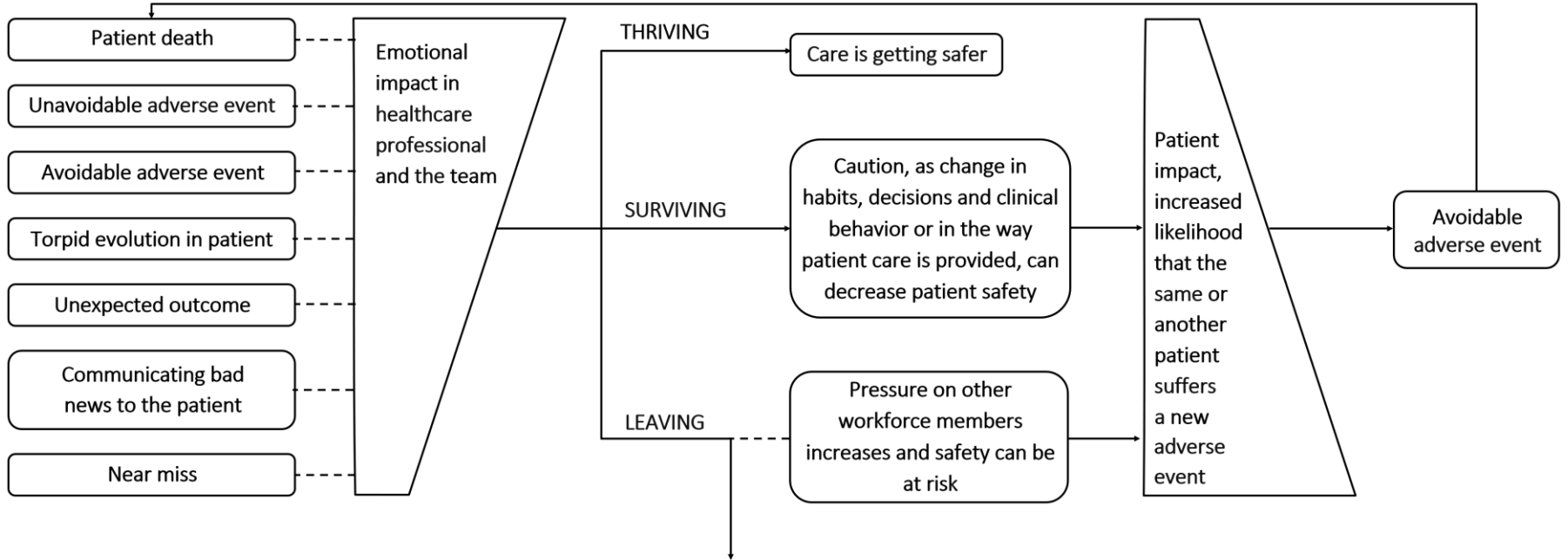


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VICIOUS CIRCLE OF LOSS OF QUALITY AND WELL-BEING





The **blame culture** increases **overuse** and **defensive practice**, as well as **preventing** many physicians from engaging more actively in putting up **barriers**, **speaking up** or **reporting** AEs

What are the current challenges ?



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Error about mistakes

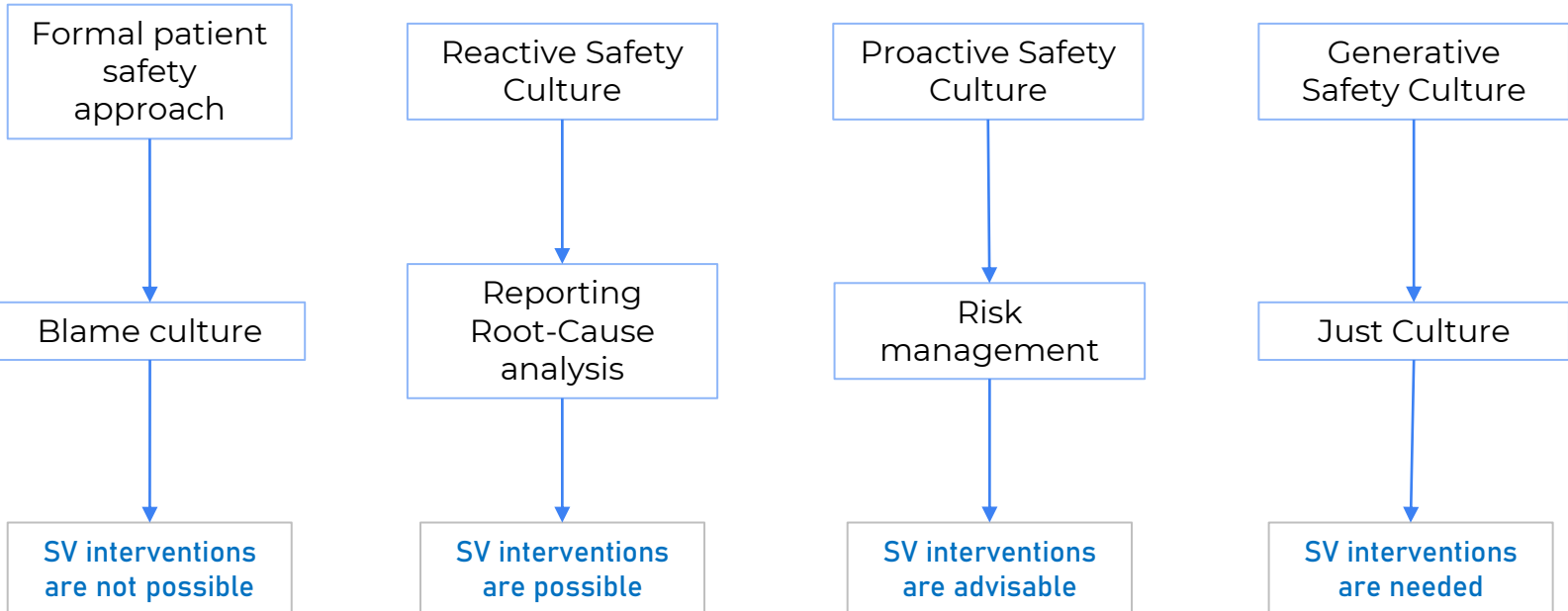


We can avoid errors removing the rotten apple from the basket

“Only the worst healthcare professionals make mistakes”

Honest mistakes

Mistakes as consequence of system failures, communication gaps, or working conditions (e.g., fatigue, pressure, or overload) beyond the worker control



Legal certainty



Just Culture

Psychological Safety

Transparency



Fair compensation

RESEARCH

Open Access

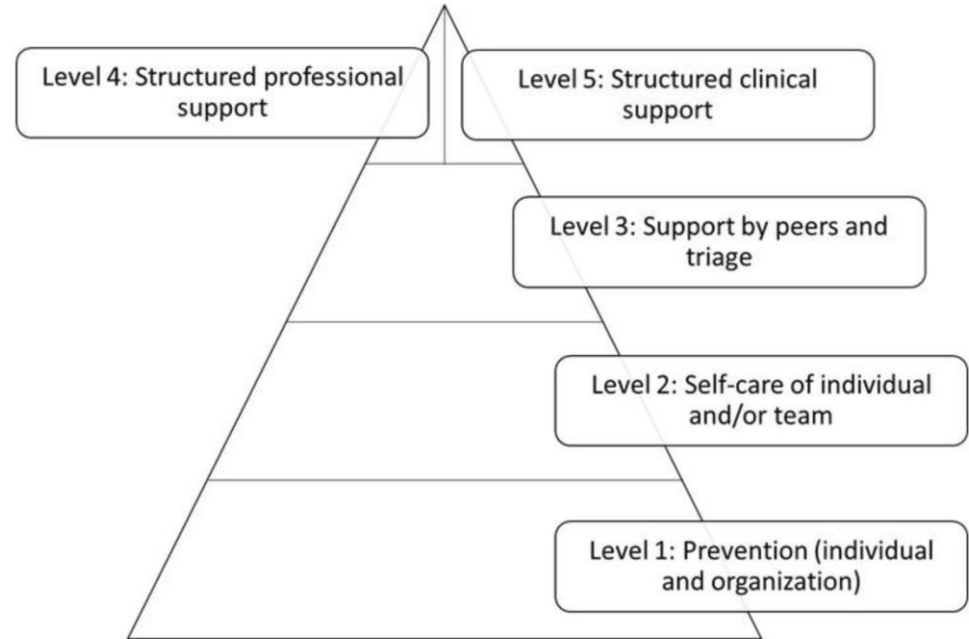


In search of an international multidimensional action plan for second victim support: a narrative review

Deborah Seys^{1,2*}, Massimiliano Panella³, Sophia Rusotto³, Reinhard Strametz⁴, José Joaquín Mira^{5,6}, Astrid Van Wilder⁷, Lode Godderis^{2,7} and Kris Vanhaecht^{2,8}

Second victims usually use these coping Strategies: being task-oriented or avoidance-oriented, to deal with the emotional impact

How can healthcare professionals be supported in the aftermath of a patient safety incident





1

To change blame culture into a **just culture**

2

To engage **middle managers** in the safe generative culture

3

To implement interventions aimed at strengthening the **speak-up** skills and **resilience** of healthcare workers

4

To involve the **Academia** in the patient safety strategy

5

To involve legal and policy makers to tackle the challenge of establishing **legal certainty** for healthcare workers

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Improve your knowledge about the second victim phenomenon by doing this course!

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