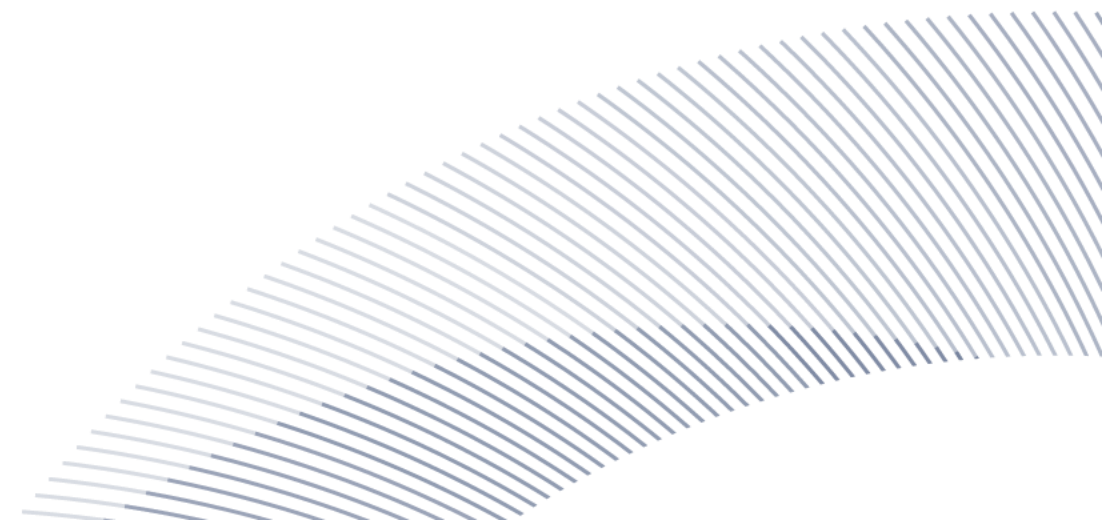


Second Victim

Eva Potura, M.D. Austrian National Public Health Institute



Introduction

- Anaesthesiologist, Intensivist, and Emergency Care Doctor
- Head of Department of Quality work and – development
- Founder and Chair of NGO/NPO of the Austrian Second Victim Association- COI: no funding

— What is a Second Victim

„Any health care worker, directly or indirectly involved in an unanticipated adverse patient event, unintentional healthcare error, or patient injury, and who becomes victimized in the sense that they are also negatively impacted“

- European research Network on Second Victims, ERNST - 2022



— What is a Second Victim

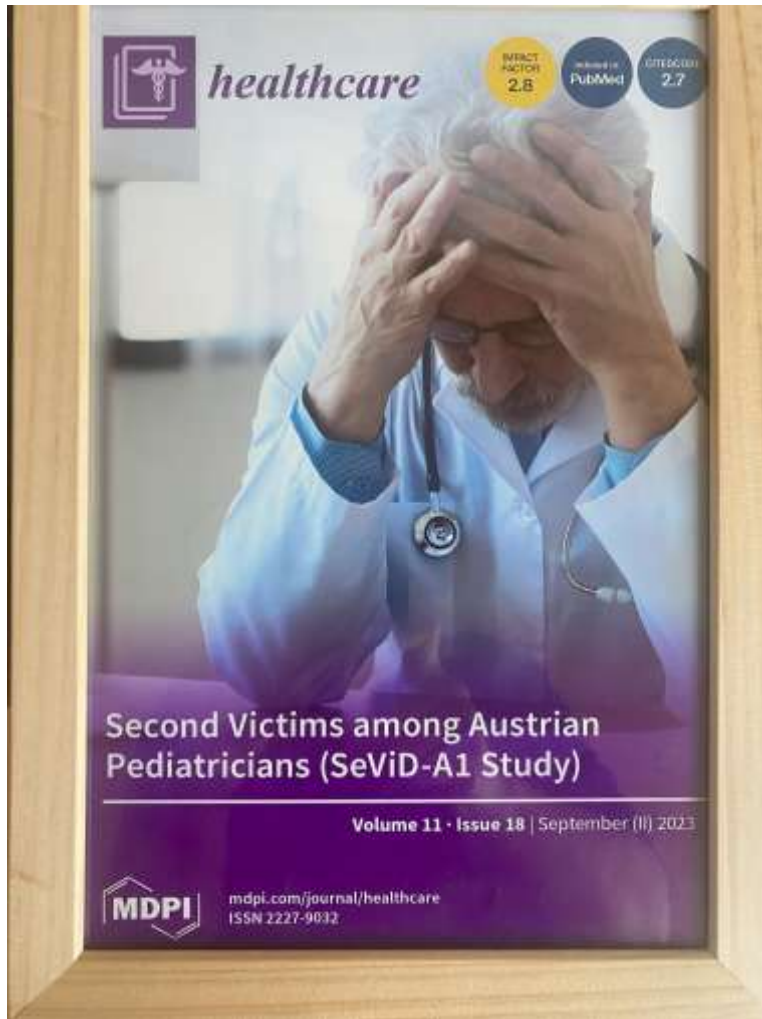
- 90% do not know what a Second Victim is
- > 70% of all self identify
- „when“ and not „if“ (Laue 2012)
- Even after 20 years of experience
- Affects also beginners in the field (Strametz 2020)
- 20 percent **NEVER** recover



Virtuous Circle for the Affected Person



Sevid A 1



Article

Second Victims among Austrian Pediatricians (SeViD-A1 Study)

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So far in Austria

Summary Sevid A 1



- Term Second Victim is not known
- 89% self-identify
- 14% suffer constantly > more than 1 year
- 90% want peers to talk to
- Pandemia is not a cause
- **Support in terms of Peer Support Systems extremely needed**

So far in Austria

Second Victims Among Austrian Nurses (SeVid-A2 Study)

Nearly 1000 returned survey:

82% are second victims.

Nr. 1 cause differs= aggressive patient
behaviour

Table 2. Types of the most formative adverse event (key experiences). n = 716.

Type of Event	Percentage of Participants (n)
Incident with patient harm	14.25 (102)
Incident without patient harm (near miss)	14.11 (101)
Unexpected death/suicide of a patient	24.02 (172)
Unexpected death/suicide of a colleague	5.03 (36)
Aggressive behavior of patients or relatives	37.43 (268)
Other	5.17 (37)

Why Something Must Be Done

- Austrian studies among Health Care Workers with alarming results
- Once affected -Rate of mistakes rises
- This affects Patient Safety
- WORKFORCE- Safety is related to System Safety



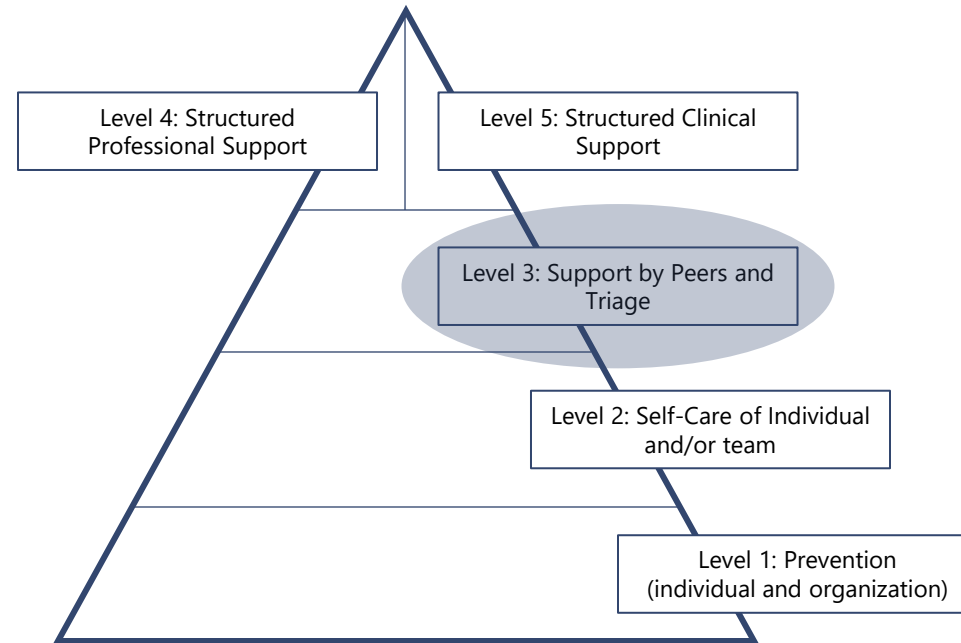
Virtuous Cycle – Not Only for the Affected Person

Impact on System Safety:



Multidimensional Action Plan

In search of an international multidimensional action plan for second victim support Seys, D., Panella, M., Russotto, S. *et al.* In search of an international multidimensional action plan for second victim support: a narrative review. *BMC Health Serv Res* **23**, 816 (2023). <https://doi.org/10.1186/s12913-023-09637-8>



Rescue Cost Innovation Grant 19113

European Certification of Interventions in Support of Second Victims

The RESCUE programme encompasses two instruments for the self-assessment and external audit of:

- Second Victim Support Interventions (RESCUE-Interventions).
- Trained peer supporters for the psychological and emotional guidance of the second victim (RESCUE-Training).

The Austrian Second Victim Association

- **Level 1**
 - Podcasts and PR-Work
 - Research, Midwives, Emergency Care, Anaesthesiology
 - Annual Action Day, Annual Symposium
- **Level 2**
 - Teaching HCP, 1 session/month
- **Level 3**
 - First Austrian Independent **Peer Education**
- **Level 4/5**
 - 230 funded Counselling Units



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Summary

- **More than 60 % become Second Victims**
- **Austrian Studies reveal more than 80%**
- **It is not a question if it will happen – it will**
- **Most want to talk to a colleague after an event**
- **Peer Support is the most effective way of support**
- **If professional support needed, 62% want support outside of the organisation**

— Needle Stick Injury



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