



RESCUE-Interventions Standards

(Possibility to group quality criteria/standards into dimensions)

Examples:

Support intervention structure

01. Institutional policy to support second victims	
Certification level	Elementary
Definition	A positive organizational culture (e.g., commitment of the centre's management) is essential for effective intervention, requiring management commitment and internal communication to promote a safe environment for discussing errors and vulnerabilities. Top management must be aware of the second victim phenomenon's impact on staff and patient safety and support both professionals and patients.
Purpose	Support for second victims should be integrated into institutional policies. Local adaptation of objectives and resources is necessary for effective implementation. Intervention should be linked to all relevant bodies within the organization, including clinical commissions, Patient Safety or Occupational Health units, and legal departments. Recognizing the second victim experience as an occupational risk necessitates an occupational health approach, with potential mental health unit involvement for specialized support. The intervention should be part of the centre's services, clearly defining responsibilities and resources.
Standard	Existence of a policy strategy for second victim approved by the institution. The plan has been reviewed before the completion of 3 years.

02. Institutional training protocol for peer supporters	
Certification level	Advanced
Definition	<p>Peer support is the preferred mode of support for healthcare professionals who suffer as second victims. Most second victim support interventions that have proven to be effective are based on the provision of support by peers who have been specifically trained for this purpose, without prejudice to incorporating other more basic (local support) or specialised (mental health) levels of support into the programme. Some qualities and competencies that peer supporters should possess are empathy, active listening, tolerance, knowledge and skills in providing emotional/psychological first aid, identification of signs of seriousness that indicate the need to refer the second victim to a higher level of support, etc.</p> <p>Programs like RISE or forYOU, which establish rapid response systems with trained volunteers to support second victims, must have ongoing training. This peer support team model typically takes the form of a semi-open system to which any healthcare professional in the centre can apply and who, after passing the selection process and subsequent specific training, becomes part of the rapid response system. To guarantee the competence of these peers, the institution must have a training resource that systematically and continuously offers the necessary training to all peer supporters.</p>
Purpose	Ensure systematic training of peer supporters as a prerequisite for providing quality emotional and psychological first aid to the second victim. The personal predisposition of the peer supporters is a valuable element but not sufficient to guarantee their successful performance as peer supporters.
Standard	Existence of a validated training procedure for peer supporters.

03. Working days lost

Certification level	Elementary
Definition	Around 20% of second victims require time off work due to the psychological distress resulting from their involvement in an adverse event. The length of time off work will vary depending on the evolution and recovery process of the second victim. The quantification of the number of working days lost represents an objective measure of the impact of adverse events on the professionals and the institution as it impacts staff costs. The ability of support interventions to reduce the number of working days lost is a valid indicator of effectiveness insofar as, together with other self-reported measures, it reflects an improvement in the emotional state of the professional and financial savings for the institution.
Purpose	Objectively quantify the effectiveness of the intervention in terms of the well-being of professionals (indirect measure) and savings for the institution (inverse measure).
Standard	The average number of working days lost because of emotional distress is monitored. A reduction is observed.



Organisational impact of the second victim phenomenon

04. Litigation and property claims	
Certification level	Advanced
Definition	Management commitment to supporting second victims is more powerful when the organisation benefits from the support programs. Adverse events and the second victim phenomenon can cause a high economic and cultural impact on the institution (e.g. costs arising from additional assistance, litigation costs, property claims, complaints, reputational loss, etc.). Any second victim support programme should aim to be cost-effective. Comprehensive management of adverse events and the second victim phenomenon includes emotional support to the patient and family (first victims), open disclosure of the event, legal advice to the professional and emotional support to the second victim during the litigation process. For this reason, the institution should evaluate the programme's effectiveness in terms of results for the organisation, including the reduction of legalised patient-institution or patient-professional conflicts. About 11% of the complaints filed by patients are due to a lack of information about what happened, or dissatisfaction derived from the lack of recognition of their suffering or empathetic response by the healthcare teams and the centre.
Purpose	The support program's effectiveness evaluation from the institution's point of view should consider the impact on the number of patient-professional or patient-institution conflicts (complaint, claim, litigation, etc.) and their resolution.
Standard	Reduction of litigation or improvement of its resolution associated with the institutional management of adverse events and the second victim phenomenon.

During the RESCUE project, the research team shall agree on the criteria and standards that will be part of the certification standards and elaborate their technical sheets. These datasheets will include the following information: certification level, definition, purpose, information source, evaluation method and bibliography.

The audit procedure and guideline, the criteria for choosing auditors and how to train them will be developed. The business plan as well.