



Emotional Impacts of Medication Errors on Healthcare Professionals: The Second Victim

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Disclosure

I have no conflicts to disclose.

Learning Objectives

- To understand the emotional impacts of medication errors on healthcare professionals
- To create a potential resource for supporting the second victim

Outline

- Case Scenario: A Pharmacist's Story
- The Second Victim
- Psychological Impacts
- Barriers
- Moving Forward



A Pharmacist's Story

About 2 years ago, while transcribing an order, I made a single incorrect keystroke on my keyboard, and a patient's anticoagulant was held instead of being restarted. The patient went on to develop an extensive arterial thrombus that eventually led to her death. Since that day, I've journeyed through an experience I eventually came to know as "second victim syndrome".



The Second Victim

Healthcare providers who experience emotional trauma as a result of having a role in a harmful patient safety incident.



Lasting Effects

Up to 50% of healthcare practitioners experience second victim syndrome.

Psychological impact of an error can be similar to long-lasting PTSD and can impact professional life:

- Loss of self-confidence, fear of litigation or reputation damage, guilt, anger and fear
- Diminished confidence in ability to perform at work
- Frequent absenteeism

Psychological Impact

Individual, situational as well as organisational aspects influence psychological impact and recovery from a patient safety incident.

Psychological impact is higher when:

- The degree of harm for the patient is more severe.
- Healthcare professionals feel responsible for the incident.
- With the use of a more active coping strategies (i.e. use of mental health specialists).





Reducing Impact

Rendered support and a supportive culture reduce psychological impact, whereas a **blame culture** increases psychological impact.

Organizational support including information on what happened, what to do next and extra guidance in the workplace.

Participating in the incident review process and development of prevention strategies.

Coping strategies such as talking to peers or non-judgmental colleagues has been shown to be essential.



Organization's Role

Although many healthcare organizations recognize the need to assist the practitioner involved in a critical incident, most may not be prepared to meet a range of needs:

- Recognize that human errors happen to all practitioners, regardless of their level of skill and experience.
- Create an organizational culture of safety, including openness to discussing errors, and allowing affected practitioners to reach out and access help without any stigma.



Barriers to Recovery

Second victims want to seek support but barriers can often obstruct their success:

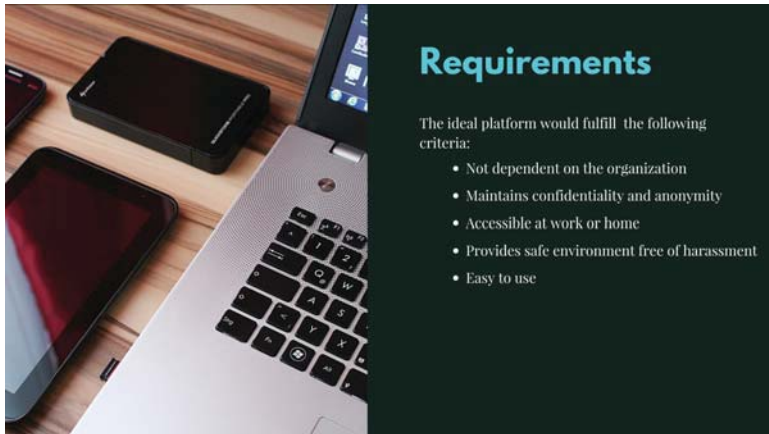
- Inadequate organizational safety culture
- Stigma associated with reaching out for help
- Fear of loss of professional respect
- Fear of loss of income
- Difficulty taking time off work
- Doubts about confidentiality of services offered
- Lack of available organization support for contracted or casual employees

Moving Forward

There is a need for a platform where healthcare professionals can share incidents and support each other:

- Retelling the event to a peer who has had a similar experience provides second victims the opportunity to find comfort and support.
- Pharmacy professionals can learn from each other through anonymous reporting, discussion, and analysis of medication incidents.





Requirements

The ideal platform would fulfill the following criteria:

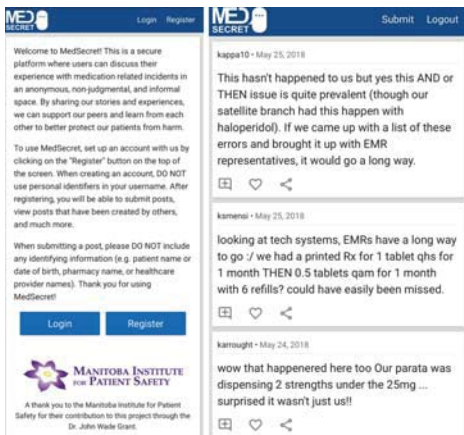
- Not dependent on the organization
- Maintains confidentiality and anonymity
- Accessible at work or home
- Provides safe environment free of harassment
- Easy to use



What is MedSecret?

A secure platform where pharmacy professionals can discuss their experience with medication related incidents in an anonymous, non-judgmental, and informal manner.

By sharing our stories and experiences, we can support our peers and learn from each other to better protect our patients from harm.



- Set up an account by clicking on the "Register" button on the top of the screen
- DO NOT use personal identifiers (first name, last name, email) as your username
- When submitting a post, DO NOT include any identifying information (e.g. patient name or date of birth, pharmacy name, etc.)

<http://medsecret.ca>
 username: medsecrettest
 password: ISMpCaNada123



Future Development

Proof of Concept (current iteration)

- Web-based application
- Secure API interface to store data
- User registration
- Ability to submit, and view posts



Minimum Viable Product

- Mobile App (iOS / Android)
- User profiles
- Ability to search/sort posts
- Ability to like, share, comment
- Private messaging
- Privacy impact assessment
- Back end development





Help decide on the name and logo



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