



WINGS

When Individuals Need
Guidance and Support



WINGS Team Caring for our own.

WINGS - When Individuals Need Guidance and Support, is a new support program at HSHS St. Anthony's Memorial Hospital. Our WINGS Team is a group of St. Anthony's colleagues that have been selected and trained in crisis support and stress management. The team includes volunteers from a variety of disciplines throughout the hospital.

A member of the WINGS Team is available to colleagues who need support and guidance while experiencing a stressful event. This is sometimes called "second victim."

Second victims are health care providers who are involved in an unanticipated adverse patient event, medical error and/or a patient-related injury and become victimized in the sense that the provider is traumatized by the event.

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HSHS
St. Anthony's
Memorial Hospital

Your guide to recovery

Second victims often:

- Feel personally responsible for the unexpected patient outcomes.
- Feel as though they have failed the patient.
- Second-guess their clinical skills.
- Second-guess their knowledge base.

The WINGS Team will help increase the institutional awareness of the second victim phenomenon. They will provide consistent and targeted system-wide guidance and support of the second victim, and provide additional resources for the management team to effectively support the second victim.

The WINGS Team will:

- Provide “emotional first aid” to our staff who have been involved in unanticipated or stressful events.
- Provide one-on-one support and explore the staff member’s normal reactions and feelings that often occur after a stressful or traumatic event.
- Provide the second victim with a “safe zone” to express thoughts and reactions to enhance coping.
- Provide the colleague assurance that he or she is experiencing a normal reaction.
- Ensure that information shared is strictly confidential.

Common reactions to a stressful event:

- Sleep and/or eating disturbance
- Difficulty concentrating
- Headache
- Fatigue
- Diarrhea
- Nausea or vomiting
- Rapid heart rate and/or breathing
- Muscle tension

Psychological symptoms associated with second victim include:

- Isolation
- Frustration
- Fear
- Grief and remorse
- Feeling uncomfortable returning to work
- Anger and irritability
- Depression and/or extreme sadness
- Self-doubt
- Flashbacks
- Poor attention span after a stressful clinical event.

Ways to cope with stress:

- Remind yourself that it’s okay to experience some expected reactions to a stressful event.
- Give yourself permission to react; don’t try to hide your feelings.
- Keep your life as routine as possible.
- Eat regularly. Minimize the use of sugar and caffeine.
- Physical exercise and relaxation will alleviate some physical reactions to stress.
- Avoid alcohol and drug use.
- Do something nice for yourself!



**Help is
available to
you!**

To learn more, email
SAEWings@hshs.org

