

## Nursing Peer Responders Program

### Introduction

Being at the front line of health care, nurses may face stressful events such as verbal/physical abuse, or experience critical incidents that impact them emotionally.

A Nursing Peer Responder is a trained volunteer nurse who provides mental health first aid by listening to and supporting the nurse-in-need.

### Aims of Program

- To provide timely emotional support for nursing staff that encountered stressful events, or are experiencing emotional difficulties due to compassion, fatigue, burnout, work-related stress or personal problems.
- To direct the affected staff to appropriate support services and resources when required.
- To share good stress management techniques
- To strengthen overall psychological resilience among nursing staff

### Method

- Identification of peer responders. A pioneer cohort of 14 nurses were recommended by supervisors and peers for their approachability, patience, compassion and other people-oriented qualities
- Identify training needs to enhance capability and confidence  
To prepare them for the role, the team underwent training on Assisting Individuals in Crisis, and Mental Health First Aid. Group Crisis Intervention was later incorporated as another major training for nursing peer responders.
- Strong collaboration with medical social services

### Referral and workflow

The group of peer responders were rostered to manage cases on a monthly basis.

Information about the program was made available in intranet and conveyed via various platforms such as nurses' town halls, Workplace by Facebook, and ward meetings.

Calls are received by administrators who will note down details and link up nurse-in-need with peer responders.

Confidentiality was strictly adhered to.



**Peer Support Program For Nurses**

is a peer support program by trained volunteer nurses. The program aims to provide timely emotional support for nurses and support staff who encountered stressful events.

Any staff who requires emotional support can call 63266080 or 63265403 during office hours (Monday to Friday 0830am-500pm) or email to [nurperson@sgl.com.sg](mailto:nurperson@sgl.com.sg). A peer responder (trained volunteer nurse) will then get in touch with you shortly.

Confidentiality will be strictly maintained

### Sources of Referrals

#### Self- Initiate

Nurse-in-need calls the nursing peer responders hotline

#### Supervisors

Supervisor activates nursing peer responders after significant clinical events

#### Outreach

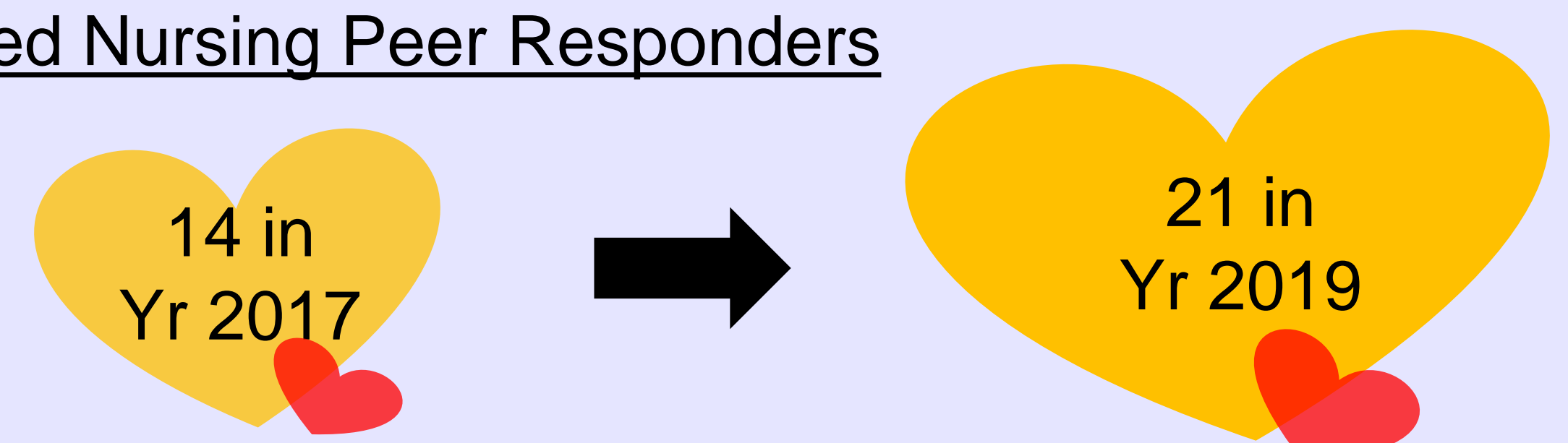
Nursing peer responders proactively reach out to their peers who may require their support

### Activities

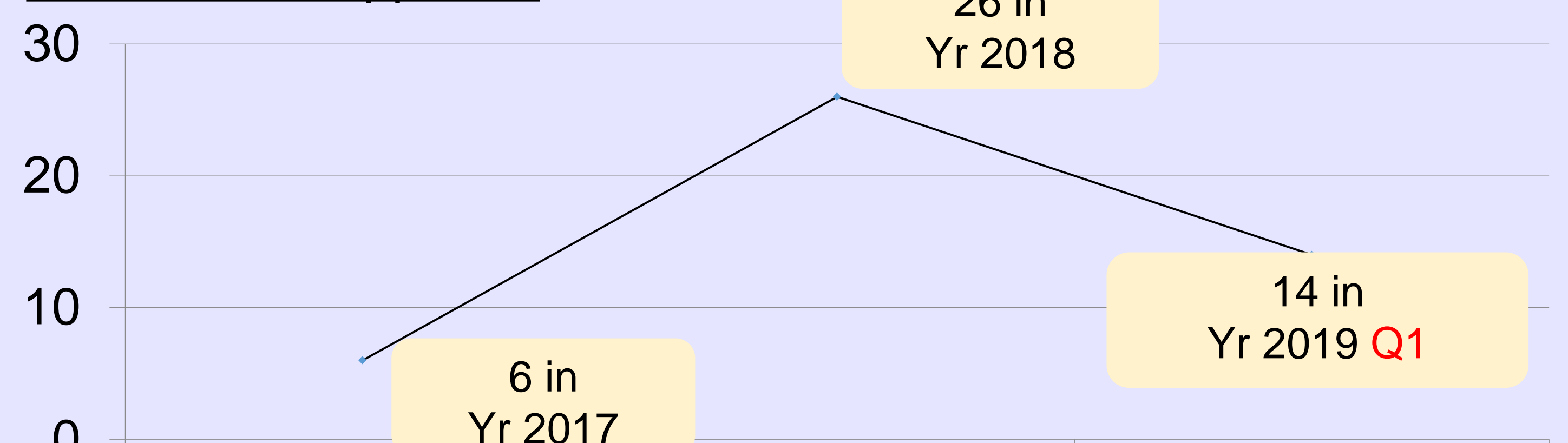
- Depending on individual needs, nursing peer responders follow up on their nurse-in-need over many days to ensure that the nurse-in-need is coping well.
- Regularly share cases to learn from each other's experiences and to receive feedback. To maintain confidentiality, names and other identifiers are omitted during the sharing.
- Peer responders also participated in Safety Day and World Mental Health Day, to raise awareness of mental well-being, recruit more peer responders and to network with other colleagues.

### Results

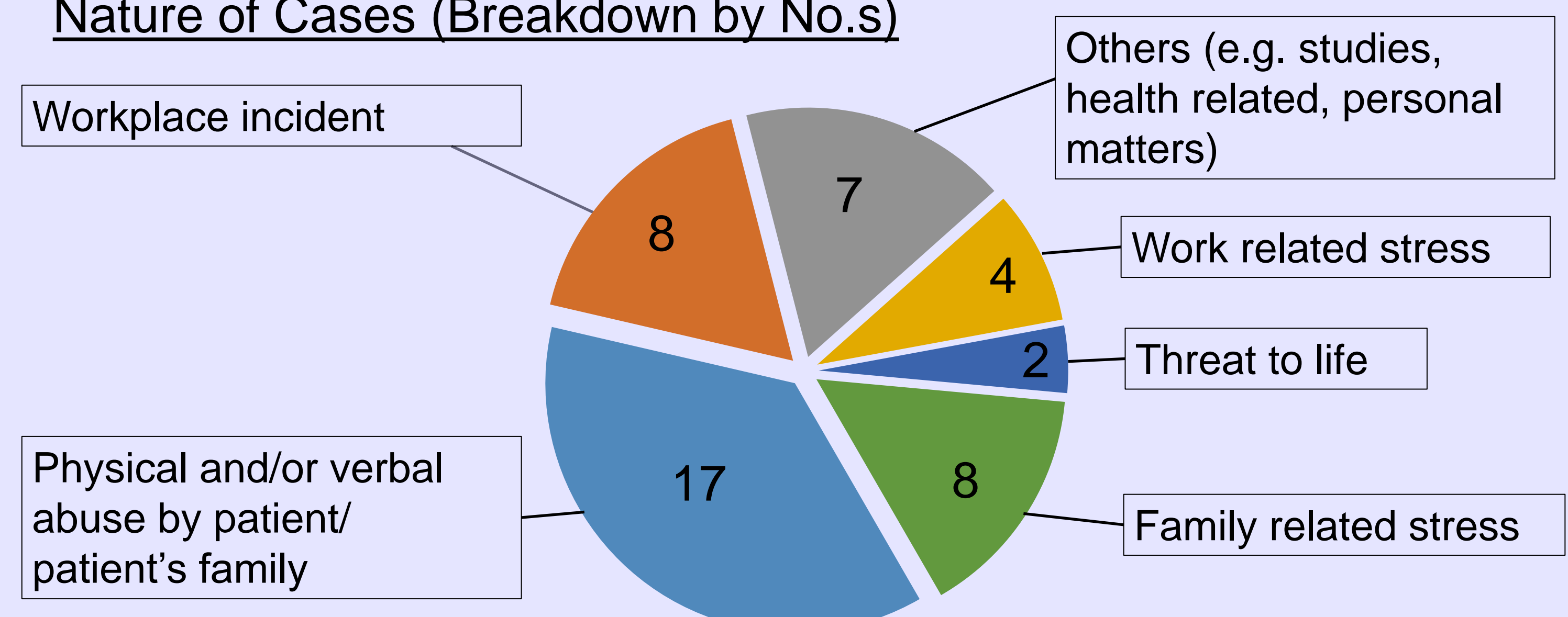
#### No. of trained Nursing Peer Responders



#### No. of Staff Supported



#### Nature of Cases (Breakdown by No.s)



### Conclusion

The Nursing Peer Responders Programme has provided timely emotional support for nursing staff.

We plan to expand the team so that there are peer responders in every ward and department.