TAKE 5
HEALING THE EMOTIONAL LIVES OF PEERS (H.E.L.P.)
A practical strategy for helping learners recover from adverse events

WHAT YOU CAN DO...

1. ACKNOWLEDGE THE EVENT
   - Reach out to learners who are involved and proactively acknowledge the event and its potential impact on personal well-being.

2. ASK THE LEARNER QUESTIONS
   - Ask learners HOW they are feeling given the recent clinical event as this opens the door for communication.
   - Use open-ended questions, which allow the learner to expand on how they are feeling.

3. ACTIVELY LISTEN TO THE LEARNER
   - Be present both physically and emotionally, decrease distractions by finding a place suitable for the conversation, and allow for moments of silence.

4. NORMALIZE THE EXPERIENCE
   - Acknowledge how involvement in stressful events can trigger strong emotional responses, even among experienced healthcare professionals.
   - Share a personal example if possible and validate that the emotions they are feeling are real and reasonable.

5. OFFER ADDITIONAL SUPPORT THROUGH THE HELP PROGRAM
   - Follow up with the learner within a few days of the event.
   - Show them the HELP Program website where support from a trained professional can be requested.
     https://intranet.mayo.edu/charlie/help-program/
   - Offer to complete the activation form on behalf of the learner.

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This infographic was made possible by Mayo Clinic’s participation in the Kern National Network for Caring and Character in Medicine.