

## **Organizational Interventions and Policies to Support Second Victims in Acute Care Settings: A Scoping Study**

*L Wade, N Williams, E Fitzpatrick, KF Hurley*

### **Introduction**

The harm that may come to frontline healthcare providers impacted by adverse events has led them to be called “second victims.” Our objective was to characterize the range and context of interventions used to support second victims in acute care settings.

### **Methods**

We did a scoping study to map key ideas and the sources and types of evidence from which these ideas arose using Arksey and O’Malley’s process: (1) identifying relevant studies, (2) study selection, (3) charting the data, (4) summarizing results, and (5) consultation. A library scientist searched PubMed, CINAHL, EMBASE and CENTRAL. We sought unpublished literature (Canadian Electronic Library, Proquest and Scopus) and searched reference lists of included studies. Two reviewers independently reviewed titles, abstracts, websites and policies using pre-determined criteria. Discrepancies were resolved through consensus. Two reviewers independently extracted data using a structured abstraction form and appraised methodological quality with the Mixed Methods Appraisal Tool (MMAT). We used a qualitative approach to categorize the context and characteristics of interventions.

### **Results**

Our search strategy yielded 3801 results. After screening titles and abstracts, 163 papers underwent full text screening. We extracted data about 13 programs, published 2008-2017. Programs were categorized as peer-support programs (n=9) and proactive educational programs (n=4). With respect to geography, included programs came from Canada (n=1), Spain (n=2), and United States (n=10). Eight programs reported outcomes. The overall quality of included studies was difficult to evaluate; most publications were descriptive (n=11) rather than employing a particular scientific method. The MMAT was used to score three papers with scores of 1.0

### **Conclusions**

This is a new area of study with little scientific rigour from which to determine whether these programs are effective. Efforts are hampered by concerns about protecting confidentiality from potential legal proceedings.