The Integrated Emotional Support Program is a resource for healthcare professionals who provide direct patient care OR who make decisions that directly impact patient outcomes.

In the wake of adverse patient events, many healthcare professionals experience caregiver event-related trauma.

Symptoms may include:
- Frustration
- Decreased job satisfaction
- Anger
- Extreme sadness
- Difficulty concentrating
- Flashbacks
- Loss of confidence
- Grief
- Remorse
- Depression
- Repetitive/intrusive memories
- Self-doubt
- Return to work anxiety
- Second guessing career
- Fear of reputation damage
- Excessive excitability
- Avoidance of patient care area

Employee Assistance Program (EAP)
Phone: 855.394.5547
Online: guidanceresources.com
Health Care Web ID: UNCHC
University Web ID: TARHEELS

Critical Incident Stress Management (CISM) Team
CISM on-call coordinator
Pager: 216.3636
If no response, page the on-call Chaplain at 123.3288

Peer Support Program (S.U.P.P.O.R.T.)
Phone: 919.966.5479
Pager: 216.0660

Taking Care of Our Own
Physician and resident wellness promotion and burnout prevention
Phone: 919.445.0218

24 hour Pastoral Care
Pager: 123.3288

The Integrated Emotional Support Program is designed to connect healthcare professionals with emotional support resources after adverse patient outcomes.
Employee Support Resources for Healthcare Professionals Following Adverse Patient Outcomes

**Employee Assistance Program (EAP)**
Provides referrals to counselors in the community

**Critical Incident Stress Management (CISM) Team**
Implements group-focused and individual support

**Peer to Peer Support Program (S.U.P.P.O.R.T.)**
Connects professionals with trained peer support volunteers

**What Does EAP Provide?**
- Free face to face visits with a local counselor
- Services are completely confidential and free of charge
- Sessions are protected under HIPAA—Employer and manager will not be notified

**Who Can Use EAP?**
Employee Assistance Program resources are available for all employees and employee household members including spouses, children, and parents.

For more information on additional services provided by EAP, please visit the Employee Assistance Program website on the intranet.

**What Does CISM Provide?**
- Trained emotional support
- Food and beverages when available
- Educational handouts on self-care

*CISM can also provide emotional support for caregiver trauma that occurs outside of adverse patient events. For more information on additional services provided by the CISM Team, please visit their website on the intranet.*

**Who Can Use CISM?**
Healthcare professionals involved in patient care including, but not limited to...
- Physicians
- Advanced Practice Providers
- Nurses
- Techs
- Therapists

**If You or Your Department Want to Set Up CISM Team Support**
Page the on-call CISM team member at 216.3636.

**Any UNC Healthcare Employee Can Initiate CISM Team Support**