

Legacy Health

Legacy Provider Provider Peer Support Program

Adverse clinical events and stressful situations happen to providers and can result in negative emotional consequences. At Legacy, we have developed a peer support program to ease some of the stress.

Legacy medical staff members have a new resource to help in times of stress — whether it is an adverse event, being named in a lawsuit or an extraordinary event with emotional impact. The goal of the Legacy Provider Peer Support Program is to demonstrate support for clinician well-being and patient safety, and to reduce the feelings of isolation, guilt and depression that may result.

The Legacy Provider Peer Support Program matches providers with trained volunteer peer supporters, who will listen and provide support. These volunteers come from a variety of departments, locations and levels of expertise throughout Legacy Health. They are available to talk on the phone or meet in person.

Program details

- Physicians can self-refer or may be referred by a concerned colleague or other Legacy Health team member after an adverse event.
- Providers in distress are matched with a volunteer trained colleague.
- The provider is contacted by email or text with subject line "touching base," or by phone. Arrangements are made to talk on the phone or meet in person, and it is usually a one-time visit or conversation.
- Conversations are kept confidential, unless there is a question of personal safety.
- The peer supporter does not take notes or discuss the conversation with anyone else.
- The program is free and available to all members of the Legacy medical staff.

Contact information

To access the program or refer a colleague, email ProviderPeerSupport@lhs.org. Please include provider name and contact information. To ensure confidentiality, do not include details about the situation.

Read more about the program on the Legacy Portal (legacyportal.lhs.org) under Resources > Wellness.

The program is sponsored by the Legacy Medical Staff Wellness Committee.

