



Safe Space Health

share. relieve. rebuild.

# Team Safe Space Health



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# What is Safe Space Health App

An anonymous, 24/7 moderated, digital safe space for medical and allied health professionals to:

- disclose distress
- debrief
- reflect on practice
- support and be supported by other app users (anonymous peers)
- be coached by trained moderators to improve wellness

# Why Safe Space Health

Health professionals around the world are suffering

When our health professionals are unwell, society is unwell

The missing link between professional fulfilment  
and  
patient wellbeing  
is  
PEACE

# Why Safe Space Health

- Medical and allied health professionals have high rates of burnout, compassion fatigue, depression, mental illness, substance misuse, addiction, abuse and suicide globally.
- The causes are multifold, including, constant exposure to suffering, trauma, toxic work culture, exploitation, limited resources for care, isolation, shame, fear and inadequate peer support system.
- This negatively impacts the quality of care, safety and recovery of patients and the wellbeing of society.

# Why Safe Space Health

- While there are growing calls for creation of 'safe spaces' in health, what constitutes a safe space in health is still not clearly defined.
- To date, there exists no digital tool that offers a completely anonymous safe space for healthcare professionals to disclose difficulties, provide feedback and personalized support.
- Lack of data hampers organizational / institutional efforts to provide targeted solutions for healthcare professionals.

# Why Now

- There are >400 physician suicides / per year in the U.S. alone – That translates to > 1million patients loosing their doctors to suicide / year.
- When a doctor quits, it costs an estimated \$800,000 to \$1.3 million in recruitment, training and productivity costs, depending on the specialty.
- It costs between \$500,000 and \$1 million to replace an existing physician (AMA's physician burnout calculator).

# Why Now

- This does not include the indirect costs of medical errors, higher malpractice risk, reduced patient safety satisfaction and damage to the organization's reputation and patients' loyalty.
- A one-point increase in any one domain of burnout has been shown to increase the risk of medical errors by 11 percent.
- Additionally, medical errors are expensive to organisations, both through malpractice claims and through global payment contracts.



# Safe Space Health Moderators

Safe Space Health App is a 24/7 moderated environment.

Safe Space Health Moderators have been trained to provide:

- mindset & behaviour change coaching to alleviate suffering
- debriefing and reflective practice support
- outcome-based problem management
- suicide prevention
- support for health professionals to empower patients

# Safe Space Health Moderator Training

- Accessing and holding inner peace
- Culturally respectful meditation practices
- Defining & holding a safe space
- Defining individual & group accountability<sup>[SEP]</sup>
- Mindfulness for team connection & resilience
- Partnership-centred practice
- Outcomes-focused wellness coaching<sup>[SEP]</sup>
- Unconscious bias detection & disruption
- Systems-thinking to manage problems
- Empathy preservation skills to prevent compassion fatigue & burnout

# Safe Space Health Moderator Training

- Group and power dynamics in healthcare
- Trauma informed group facilitation and engagement
- Debriefing and reflective practice skills
- Conflict resolution & negotiation skills
- Narrative analysis
- Suicide prevention<sup>[SEP]</sup>
- Wellness habits
- Facilitating self awareness for behaviour change
- Compassionate communication
- App and moderator panel training

# Example Post 1

“ I'm a young recently qualified person who is really loving my work, although the hours are long and it is demanding at times. The problem is that I'm gay, there's no one who is out in my workplace (that I know of), and I'm worried that if they find out at work that I'm gay, that not only will I be bullied or subjected to homophobic slurs, that it will also affect my chances of promotion career wise. It's eating away at me and I'm not sleeping. I'm worried that someone will see my partner and I together and find out. My partner (who I live with) thinks I'm being ridiculous and doesn't understand what the problem is and keeps pressuring me to take them to work functions. I've got all this pressure from them, and I'm so worried about my career. I don't know what to do. I feel sick and on edge all the time. “

## Example Post 2

“ Last week my patient died. It’s unfortunate but part of the job. You would think the team would come together to support each other but the reality is that it is a blame game... and I’m the last one that touched the ball!

I’m so over this! I spend my life helping people but all they seem to care about is the one mistake you made! The whole case is now being reviewed and I’m being performance reviewed! I just can’t do this anymore. This isn’t what I signed up for. Sometimes I wish it was me that had died not him, and this would all be over... “





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