

Duke Health Resources (page 1)

Resource	Description	Services Provided	Population Served	Professional/Volunteer	Contact Info
Personal Assistance Service/Business Health Services	Licensed professionals offer assessment, short-term counseling, and referrals for all Duke staff to help resolve a range of personal, work, and family problems	<ul style="list-style-type: none"> • Counseling services (including grief) • Crisis response services • Management consultation 	DUHS (but differs by site)	Professional	DUH, DRH, PDC, DPC: 919-416-1727 DRAH: 1-800-327-2251 (Wake/Johnson County staff can use either) https://pas.duke.edu/
Chaplains/Chaplain Rounding	Chaplains are available 24/7 to offer spiritual and emotional support to people of all faiths and belief systems	<ul style="list-style-type: none"> • Spiritual and emotional support • Visits to units experiencing adverse events to provide support 	DUH, DRH, DRAH—all people and units	Professional	DUH: 919-684-3586 (after hours: 919-684-8111) DRH: 919-470-4000 (ask to page #1115) DRAH: 919-812-7972 (after hours: 919-954-3292)
Caring for Each Other (CEO)	Provide real-time response for teams and individuals who have been exposed to a distressing event in the course of their work	<ul style="list-style-type: none"> • Real time (24/7) support to staff • Emotional debriefing to groups • Education for second victims • Consultations around needs • Referrals to other resources 	DUH staff and faculty	Trained Volunteer	Pager: 919-206-9785
COVID-19 Emotional Support Line	Provide support and resources to callers between 8 a.m. and 5 p.m. M-F	<ul style="list-style-type: none"> • Supportive conversations • Referrals to other resources • Schedule therapy appointments 	DUHS	Professional	919-681-1631
Grief Support	Educate and support staff who are grieving the death of patients or others	<ul style="list-style-type: none"> • Provide individual or group support sessions 	DUHS	Trained Volunteer	griefsupport@duke.edu
Peer Support Volunteers	Peers provide support and referrals to colleagues who want to speak with someone who provides similar work/services	<ul style="list-style-type: none"> • Supportive conversations • Normalizing and validating reflections • Referrals to other resources 	DUHS	Trained Volunteer	melissa.segal@duke.edu or 919-668-6460
Center for Healthcare Safety & Quality Website	Provides wellness and wellbeing strategies, and maintains a list of resources and learning	<ul style="list-style-type: none"> • Provides wellbeing information, courses, and strategies 	DUHS	Professional	https://bit.ly/dukewellsupport Hsg@duke.edu

Duke Health Resources (page 2)

Resource	Description	Services Provided	Population Served	Professional/Volunteer	Contact Info
Conversations with Colleagues	Peers come together (virtually) to emotionally support each other on topics ranging from fatigue and work/life balance to racial justice	<ul style="list-style-type: none"> Virtual conversations with peer led by licensed Duke social workers 	DUHS	Professional	melissa.gordon-pitts@duke.edu or 919-660-7413
Critical Incidence Response Team	High-acuity response team available during and following disruptive events to provide consultations and support	<ul style="list-style-type: none"> Consultations for leaders Mental and emotional support for team members 	DUHS—all people and units	Professional	DUH, DRH, PDC, DPC: 919-416-1727 (after hours, EOHW: 919-684-8115) DRAH: 1-800-327-2251
Litigation Peers	Select group of faculty who provide support through listening, validation, and encouragement	<ul style="list-style-type: none"> Provide support to faculty going through litigation 	DUHS	Trained Volunteer	karon.thornton@duke.edu or jon.bae@duke.edu
Peer Messengers	Peers who meet with colleagues to promote the highest standards of professional conduct and ethical behavior	<ul style="list-style-type: none"> Meet with peers for direct professional conversations to promote and protect a positive work environment 	DUHS staff and faculty	Trained Volunteer (Professional Accountability Program)	hsq@duke.edu
Wellbeing Ambassadors	Program that trains staff to share and implement evidence-based wellbeing tools in their respective units	<ul style="list-style-type: none"> Trained ambassadors share wellbeing tools to decrease burnout and improve patient experience 	DUHS—all people and units	Trained Volunteer	hsq@duke.edu hsq.dukehealth.org