

**Duke Health Support Resources**  
(collated by the Center for Healthcare Safety & Quality)

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"> <li>• Counseling services (including grief)</li> <li>• Crisis response services</li> <li>• Management consultation</li> </ul>	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) <a href="https://pas.duke.edu/">https://pas.duke.edu/</a>
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"> <li>• Spiritual and emotional support</li> <li>• Visits to units experiencing adverse events to provide support</li> </ul>	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"> <li>• Real time (24/7) support to staff</li> <li>• Emotional debriefing to groups</li> <li>• Education for second victims</li> <li>• Consultations around needs</li> <li>• Referrals to other resources</li> </ul>	DUH staff and faculty	Trained Volunteer	Pager: 919-206-9785
Emotional Support & Wellbeing Line	Provide support and resources to callers between 8 a.m. and 5 p.m. M-F	<ul style="list-style-type: none"> <li>• Supportive conversations</li> <li>• Referrals to other resources</li> <li>• Schedule therapy appointments</li> </ul>	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"> <li>• Provide individual or group support sessions</li> </ul>	DUHS	Trained Volunteer	<a href="mailto:griefsupport@duke.edu">griefsupport@duke.edu</a>
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"> <li>• Supportive conversations</li> <li>• Normalizing and validating reflections</li> <li>• Referrals to other resources</li> </ul>	DUHS	Trained Volunteer	<a href="mailto:melissa.segal@duke.edu">melissa.segal@duke.edu</a> 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"> <li>• Provides wellbeing information, courses, and strategies</li> </ul>	DUHS	Professional	<a href="https://bit.ly/dukewellsupport">https://bit.ly/dukewellsupport</a> <a href="mailto:Hsq@duke.edu">Hsq@duke.edu</a>

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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"> <li>Virtual conversations with peer led by licensed Duke social workers</li> </ul>	DUHS	Professional	<a href="mailto:melissa.gordon-pitts@duke.edu">melissa.gordon-pitts@duke.edu</a> 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"> <li>Consultations for leaders</li> <li>Mental and emotional support for team members</li> </ul>	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"> <li>Support to faculty going through litigation</li> </ul>	DUHS	Trained Volunteer	<a href="mailto:karon.thornton@duke.edu">karon.thornton@duke.edu</a> or <a href="mailto:jon.bae@duke.edu">jon.bae@duke.edu</a>
National Suicide Prevention Lifeline	24/7, free and confidential support for people in distress, prevention, and crisis resources	<ul style="list-style-type: none"> <li>Free and confidential emotional support to people in suicidal crisis or emotional distress</li> </ul>	DUHS	Professional	1.800.273.8255 (TALK)
Office of Institutional Equity	Provides education and support and responds to complaints of discrimination, harassment and sexual misconduct	<ul style="list-style-type: none"> <li>Consultations &amp; education around Diversity, Equity, &amp; Inclusion</li> <li>Manage complaints of discrimination and harassment</li> </ul>	DUHS	Professional	<a href="mailto:institutionalequity@duke.edu">institutionalequity@duke.edu</a> or 919-684-8222
Peer Messengers	Peers who meet with colleagues to promote the highest standards of professional conduct and ethical behavior	<ul style="list-style-type: none"> <li>Meet with peers for direct professional conversations to promote and protect a positive work environment</li> </ul>	DUHS staff and faculty	Trained Volunteer (Professional Accountability Program)	<a href="mailto:hsq@duke.edu">hsq@duke.edu</a>
Wellbeing Ambassadors	Program that trains staff to share and implement evidence-based wellbeing tools in their respective units	<ul style="list-style-type: none"> <li>Trained ambassadors share wellbeing tools to decrease burnout and improve patient experience</li> </ul>	DUHS—all people and units	Trained Volunteer	<a href="mailto:hsq@duke.edu">hsq@duke.edu</a>  hsq.dukehealth.org