



RISE program FAQ

1. Why would I call a RISE peer responder?

If you are feeling emotionally or psychologically stressed during or after a patient-related event or other work-related stressful event; or accumulation of events. Patient-related events may include:

- Escalation to higher level of care
- Unexpected outcome
- Complicated care
- Challenging family dynamics
- Medical error
- Code blue or death

2. How do I know I am stressed?

Symptoms after a patient-related event or accumulation of events may be: Questioning your judgment/skills, feeling responsible or guilty, isolated, sad, depressed, repeated thoughts about an event. Symptoms may be affecting eating or sleeping patterns, attendance or desire to come to work, personal and/or professional relationships or other similar responses.

3. How do I contact a RISE peer responder?

RISE peer responders are on-call 24/7, and can be reached by calling (208) 625-3300. Please leave a message if you do not get an answer. The on-call responder will return your call within one hour.

4. What if I need more than a phone call?

If you would like to meet face-to-face, the responder on call will set up a meeting with you on campus at a time that is convenient for you.

5. Who are the RISE Team Members?

The RISE Team is made up of multidisciplinary peers who work in our organization and who have been specially trained to provide this service.



6. Confidentiality.

RISE is a free, confidential, safe, non-judgmental service that does not investigate the details of any event; rather focuses on how the employee is feeling and coping as the result of an event. There is no documentation and no reporting involved. The only time confidences would be an issue is if an employee indicates an intention of clear harm to self or others.

7. Scope of service.

RISE is a free, confidential one-to-one service available to all employees of Kootenai Health – even if you do not provide direct patient care. Services are directed to employees who encounter stressful work-related events that are not related to employment issues. If needed, the RISE responder will provide resource information for other services that may be helpful, including EAP, Kootenai Health Chaplain Services, Kootenai Health CISM Team, local community services, and so on.

RISE Peer Responders are not mental health providers.

8. Does RISE provide group interventions or debriefings?

No. All group interventions are provided by the Kootenai Health Critical Incident Stress Management (CISM) team.