



MISSION: To provide timely and confidential support of trained peer responders to Denver Health personnel who are impacted by distressing workplace events.

DENVER HEALTH RISE is a healthcare-based peer support program developed by Johns Hopkins and customized to meet the needs of our institution. RISE Peer Responders are available 24/7 to provide immediate, confidential peer-to-peer support to all personnel who experience distress while at work. Examples include the loss of a patient, a troubling encounter with a family member; an adverse clinical care situation; workplace violence; a medication error or cumulative distress as a result of working in a high exposure profession.

**RISE Peer Responders
are available
24 hours a day,
7 days a week
to provide confidential
peer support.
CALL
303-436-RISE (7473)**

For general information about any
of RISE service lines, email
DHRISE@dhha.org

For general information
about programming in RISE Up
Staff Support Center, email
riseupcenter@dhha.org



**DENVER HEALTH
RISE.**
RESILIENCE IN STRESSFUL EVENTS

RISE



**Peer Support for
Denver Health
Personnel 24/7**

303-436-RISE (7473)



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RESILIENCE IN STRESSFUL EVENTS

WHY IS RISE IMPORTANT?

The enormous psychological burden of working under stressful circumstances can severely affect our well-being and, consequently, our work performance. COVID-19 and its psychological consequences will continue to uniquely impact us, as staff within a healthcare institution, for months and years to come. Understanding the negative affects on healthcare workers' mental health is important if we are to mitigate the traumatic impact. Navigating the ever-changing demands of the home and the

workplace, worry related to uncertainty about the future course of the outbreak, and perceived lack of control over our own personal as well as professional lives alone has required support interventions for many among us. Seeking the strictly confidential support of trained peer responders can improve our personal and professional well-being. And the RISE team is just-in-time emotional support, in the moment that we need it, available 24/7.



THE RISE TEAM: Peer Support for Employees

All Denver Health employees, contractors, volunteers, trainees, students and staff are encouraged to contact RISE when in distress. RISE Responders provide a strictly confidential and emotionally safe space to talk about troubling situations and events or experiences. RISE provides emotional support, psychological first aid and a hand-off to resources when appropriate. Recipients of RISE services report that peer support reduced feelings of anxiety, guilt, overwhelm and self-blame and helped them to return to their normal functioning more quickly. The RISE team is comprised of volunteers from a variety of disciplines, departments, clinics and teams across the Denver Health system. Every RISE Peer Responder is trained to provide peer support and adhere to strict confidentiality except in circumstances of clear concern for safety.

RISE PROGRAMS

24/7 RISE Line

24/7 access to emotional support and psychological first-aid, including a hand-off to resources, via the RISE Line at **303-436-RISE (7473)**



Department or Team-Specific RISE Group Support (in person or virtual)

Department-specific RISE Group Support opportunities available virtually or in-person. Any leader can activate a request by emailing dhrise@dhha.org or, if urgent, calling the 24/7 RISE line.



RISE Up Staff Support Center* riseupcenter@dhha.org

A dedicated space, staffed with RISE Peer Responders, providing staff a place for self-care, reflection, emotional support and access to resources, snacks and beverages. Open 7 days/week, 10:30-8:00 p.m.



Inter-disciplinary Virtual RISE Group Support

Inter-disciplinary, virtual RISE Group Support opportunities for various themes of distress as well as for some specific affinity groups (Black Affinity Group, BIPOC Affinity Group) are pre-scheduled and offered weekly. Pre-registration is required; visit the RISE subsite or email dhrise@dhha.org.



Peer Assault Care Team (PACT)

PACT is an integrated RISE program that offers immediate, confidential, and voluntary support for Denver Health personnel after an assault in the workplace. A PACT response can be initiated by any staff member or local leader by contacting the RISE Line at (303)436-7473 and requesting the PACT responder on-call.



RISE Outreach

RISE Peer Responders are available to provide outreach to staff to introduce RISE services, checking in to assess current needs and provide emotional support, psychological first aid and a bridge to resources. Requests for deployment of outreach services are submitted to RISE via email dhrise@dhha.org or by calling the RISE Line at 303-436-RISE (7473).



RISE 2 You

Mobile RISE 2 You can be requested to come to your department, clinic or division. RISE resources (including general RISE information), RISE Responders, and other support resources are available. Email dhrise@dhha.org to request a visit.



*hours and location are subject to change.