

Care at the point of impact: insights into the second-victim experience.

September 19, 2016

Scott SD, McCoig MM. Care at the point of impact: Insights into the second-victim experience. J Healthc Risk Manag. 2016;35(4):6-13. doi:10.1002/jhrm.21218.

<https://psnet.ahrq.gov/issue/care-point-impact-insights-second-victim-experience>

Health care workers who experience [emotional consequences](#) after being involved in a medical error are known as [second victims](#). This commentary reviews the [stages](#) of recovery that such health care workers experience, determined by a hospital-based program to provide immediate support for second victims. A [PSNet perspective](#) offers insights from one of the authors about this program.