

IMPACT ISOLATED MEDICAL PROVIDER AFTERCARE TEAM

The Isolated Medical Provider Aftercare Team (IMPACT) offers peer-to-peer support to rural physicians and nurses in remote nursing stations within the Northern Health Region in British Columbia who have experienced a potentially challenging incident in the course of their work. Examples of potentially challenging incidents include those that involve a child, multiple casualties, or a friend or family member of the provider—as well as difficult circumstances around a poor patient outcome. Challenging incidents are unavoidable in rural practice; however, when medical providers can talk through and process these experiences in a safe and accepting environment, their risk of experiencing greater cumulative distress over time can be reduced.

IMPACT Peer Supporters

IMPACT Peer Supporters are medical professionals who have worked in a rural setting. They therefore understand the challenges and rewards of providing rural health care. IMPACT Peer Supporters can listen, offer empathetic support, and provide connections with other resources to rural medical providers.

Peer Support
for Rural Health Care
Providers
**We are Here
for You!**

Connect with an IMPACT Peer Supporter

At the moment, IMPACT is being piloted only in the Northern Health Region of British Columbia. IMPACT is notified of a rural physician or remote community health nurse who may be experiencing a challenging incident through patient transfer coordinators, chiefs of staff or medical directors, Real-Time Virtual Support physicians, or other people who recognize that an incident matches IMPACT criteria.

Rural physicians or remote nursing station nurses may also contact IMPACT directly at **1-236-361-9090** to receive a call from an IMPACT Peer Supporter or to request that an IMPACT Peer Supporter check in on a colleague. An IMPACT Peer Supporter will contact the medical provider involved in the incident within 72 hours.

Confidentiality

All discussions with the IMPACT Peer Supporter are completely confidential. IMPACT does not maintain any documentation of the discussions between Peer Supporters and medical providers.

CONTACT For more information on IMPACT, please visit
www.RCCbc.ca/IMPACT or contact IMPACT@rccbc.ca

Rural Coordination
Centre of BC

