

**Title of the program:** Second victim phenomenon and support strategies for healthcare workers

**Venue:** Wiesbaden Business School, RheinMain University of Applied Sciences

**Address:** Bleichstraße 44, 65183 Wiesbaden, Germany

**Colors guide:**

PLENARY SESSIONS
CASE STUDIES
VALIDATION

**Monday, 18th September 2023**

TIME	TOPIC
8:15 - 8:30	Registration
8.30 - 9:00	<b>WELCOME SESSION</b> Host of the Training School, Representative of the University, Chair of the ERNST, Training School Coordinator
9:00 - 9.30	Introduction of program of TS and trainers
9.30 - 10:30	Trainees and Trainers roundtables and group dynamics
10:30 -11:00	Coffee break
11:00 - 11:30	<b>PLENARY SESSION 1 – Introduction of Second Victim Phenomenon</b> Reinhard Strametz
11:30 - 12:30	Q & A moment
12:30 - 14:00	Lunch break
14:00 - 14:30	<b>PLENARY SESSION 2 – Second victims support programs</b> José Joaquin Mira
14:30 - 15:30	Q & A moment
15:30 - 16:45	<b>EXPLORING CASE STUDY 1 - working group session</b>
18:30	Meet for Dinner

## Tuesday, 19th September 2023

TIME	TOPIC
8:30- 9:45	<b>EXPLORING CASE STUDY 1</b> – plenary discussion
9:45 - 10.00	Evaluation of the activity – Case study 1
10.00 - 10.30	Coffee break
10.30 - 11.30	<b>PLENARY SESSION 3 – Talking with second victim support programs leaders</b>  Susanne Heiningер  Eva Potura
11.30 - 12.00	Q&A moment
12.00 - 13.30	Lunch break
13.30 - 15.30	Roundtables with healthcare workers and risk managers
16.00 – 17:30	<b>EXPLORING CASE STUDY 2</b> -working group session
18.30	Meet for Dinner

## Wednesday, 20<sup>th</sup> September 2023

TIME	TOPIC
8.30 - 9.45	EXPLORING CASE STUDY 2 - plenary discussion
9.45 - 10.00	Evaluation of the activity – Case study 2
10.00 - 10.30	Coffee break
10.30 - 11.30	EXPLORING CASE STUDY 3 -working group session
11.30 - 12:45	EXPLORING CASE STUDY 3 - plenary discussion
12.45 - 13.00	Evaluation of the activity – Case study 3
13.00 - 14.30	Lunch break
14.30 - 16.00	<b>PLENARY SESSION 4 – Views from a second victim expert working on emergency medical training center- NOTIS e.V.</b> Stefan Bushuven
16.00 - 16.30	Evaluation of the Training School
16.45 -17.30	Closing session
18:45	Meet for Dinner

## Thursday, 21<sup>st</sup> September 2023

TIME	TOPIC
10.00 - 12.30	Wiesbaden Cultural Tour – Frankfurt*
12.00 - 14.30	Lunch break
14.30	Going to the airport

\*meeting point in Frankfurt, at the train station Hauptwache at 10am