



**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
CASE STUDY SESSION
VALIDATION

**Monday, 18th September 2023**

Time	Topic
8:15 - 8:30	Registration
8.30 - 9:00	Welcome session Host of the Training School, 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 Heininger  Eva Potura
11.30 - 12.00	Q&A moment
12.00 - 13.30	Lunch break
13.30 - 15.30	Roundtables with healthcare workers or /and risk managers and/or psychotherapists and/or hospital representatives
15.30 - 16:45	<b>EXPLORING CASE STUDY 2</b> -working group session
16:45 - 17:15	Evaluation of the activity – Case study 1
18.45	Dinner

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

Time	Topic
8.30 - 9.45	<b>EXPLORING CASE STUDY 2</b> - plenary discussion
9.45 - 10.00	Evaluation of the activity – Case study 2
10.00 - 10.30	Coffee break
10.30 - 11.30	<b>EXPLORING CASE STUDY 3</b> -working group session
11.30 - 12:45	<b>EXPLORING CASE STUDY 3</b> - plenary discussion
12.45 - 13.00	Evaluation of the activity – Case study 3
13.00 - 14.30	Lunch break
14.30 - 16.00	“Speakers corner” - (trainees posters presentation) – e.g. Legal, economic, psychological, human factors, etc
16.00 - 16.30	Evaluation of the Training School
16.45 -17.30	Closing session
18:45	Dinner

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

Time	Activity
8.30 - 13.00	Wiesbaden Cultural Tour
13.00 - 14.30	Lunch break
14.30	Going to the airport