

Duke Health Support Resources

Professional Resources at Duke

Resource	Description	Services Provided	Reach	Contact Info
Personal Assistance Service	Licensed professionals offer short-term counseling, assessment, referrals for staff (and benefits-eligible family) for personal, work, and family problems; up to 8 visits	<ul style="list-style-type: none"> • Counseling services (including grief) • Crisis response services • Management consultation 	DUHS	919-416-1727 https://pas.duke.edu/
Chaplain Services	Chaplains are available 24/7 to offer spiritual and emotional support to people of all faiths and belief systems	<ul style="list-style-type: none"> • Spiritual and emotional support • Visits to units experiencing adverse events to provide support 	DUH, DRH, DRAH—all people and units	DUH: 919-684-3586 (AH*: 919-684-8111) DRH: 919-470-4000 (ask to page #1115) DRAH: 919-812-7972 (AH: 919-954-3292) *AH: after hours
Center for Healthcare Safety & Quality Website	Website provides wellness and wellbeing strategies, and maintains a list of resources and learning	<ul style="list-style-type: none"> • Wellbeing information & strategies • Training around teams, patient safety, wellbeing, and culture 	DUHS	bit.ly/dukewellsupport Hsq@duke.edu
Safety Reporting System (SRS)	On-line, centralized, confidential reporting tool to report safety incidents	<ul style="list-style-type: none"> • On-line system to report safety incidents, including unprofessional conduct and workplace violence 	DUHS	https://rlapp.dhe.duke.edu/RL6_Prod/Homecenter/Client/Login.aspx
Critical Incident Response Team	High-acuity response team available during and following disruptive events to provide consultations and support	<ul style="list-style-type: none"> • Consultations for leaders • Mental and emotional support for team members 	DUHS—all people and units	919-416-1727
Office of Institutional Equity	Provides education/support, responds to complaints of discrimination, harassment, and sexual misconduct	<ul style="list-style-type: none"> • Manage complaints of discrimination and harassment • DEI consultations & education 	DUHS	institutionalequity@duke.edu 919-684-8222
Duke Career Resource Center	Helps Duke employees be strategic about career change/advancement	<ul style="list-style-type: none"> • Career workshops, resume and interview guidance, goal setting 	DUHS	hr.duke.edu/training/career-resource-center or jemma.boler@duke.edu

External Resources

Resource	Description	Services Provided	Reach	Contact Info
Hope4Healers Helpline	24/7 mental health support for health care and other professionals	<ul style="list-style-type: none"> • Emotional support from a licensed mental health professional 	NC	Website Helpline 919-266-2002
National Suicide Prevention Lifeline	24/7, free and confidential support for people in distress, prevention, and crisis resources	<ul style="list-style-type: none"> • Free and confidential emotional support to people in suicidal crisis or emotional distress 	National	988
Crisis Text Line	24/7 text line mental health support and crisis intervention	<ul style="list-style-type: none"> • Free text line to get support from a crisis counselor 	National	Text HOME to 741741

Contact: melissa.segal@duke.edu, Updated 8-18-2022

Volunteer Trained Resources at Duke

Resource	Description	Services Provided	Reach	Contact Info
Caring for Each Other (CEO) Group Support	Group support for teams who have experienced adverse events at work	<ul style="list-style-type: none"> Group emotional support to teams Referrals to other resources 	DUHS	919-684-9222
CEO Grief Peer Support (proactive)	Proactive emotional support based on SRS reports (e.g., unusual deaths, more than 3 deaths/week)	<ul style="list-style-type: none"> Individual support around grief 	DUHS	hsq@duke.edu
CEO Individual Peer Support (requested)	Trained peers provide support and referrals to colleagues who want to speak with a peer	<ul style="list-style-type: none"> Supportive conversations Normalizing and validating Referrals to other resources 	DUHS	https://bit.ly/dukepeersupport caringforeachother@dm.duke.edu or 919-668-6812
CEO Individual Peer Support (proactive)	Outreach to team members who have experienced an adverse event (identified through SRS reports, such as WPV, unprofessional conduct)	<ul style="list-style-type: none"> Supportive conversations Normalizing and validating Referrals to other resources 	DUHS	DRAH: 919-307-0531 DUH, DRH, DHCH, DPC: caringforeachother@dm.duke.edu or 919-668-6812
CEO Emotional Support Rounds	Proactive rounding on units to offer emotional support to staff; trained volunteers at DUH + chaplains at all 3 hospitals	<ul style="list-style-type: none"> Supportive conversations Normalizing and validating Referrals to other resources 	DUH + chaplains at 3 hospitals	919-684-9222
CEO Conversations with Colleagues	Peers come together (virtually) to emotionally support each other on topics ranging from fatigue and work/life balance to racial justice	<ul style="list-style-type: none"> Virtual conversations with peer led by licensed Duke social workers 	DUHS	melissa.gordon-pitts@duke.edu 919-660-7413
Litigation Peers	Faculty provide support to other faculty going through litigation	<ul style="list-style-type: none"> Listening, validation, and encouragement 	DUHS	karon.thornton@duke.edu
Peer Messengers (PACT program)	Peers meet with colleagues to promote the highest standards of professional conduct and ethical behavior (based on SRS reports)	<ul style="list-style-type: none"> Meet with peers for direct professional conversations to promote and protect a positive work environment 	DUHS staff and faculty	hsq@duke.edu
Wellbeing Ambassadors	Program that trains staff to share and implement evidence-based wellbeing tools in their respective units	<ul style="list-style-type: none"> Trained ambassadors share wellbeing tools to decrease burnout and improve patient experience 	DUHS— all people and units	hsq@duke.edu https://hsq.dukehealth.org/becoming-a-well-being-ambassador/