

HOPES Team

Helping Our Peers Endure Stress



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For more information or to contact a team member, please call in-house ext. 68880, if outside the hospital dial 718-470-5005 ext. 68880 or email hopsteam@northwell.edu.

Pediatric Hematology/Oncology and Stem Cell Transplantation
HOPES Team
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The HOPES Team

We are your hematology/oncology colleagues who have been trained in critical incident stress management. Our goal is to help improve the well-being of our fellow staff members with structured peer support.

What is a Critical Incident?

Any event or incident that causes you to have a strong emotional or physical response...even if the incident is over.

Examples of Critical Incidents:

- Death of patient
- Relapse of patient
- Refusal of primary cancer therapy
- Unexpected severe adverse event
- Verbal/physical abuse from family/patients
- Death or illness of a staff member
- Extended/complicated hospitalizations
- Other critical incidents for you



Examples of critical incident stress reactions:

- Physical:** Fatigue, insomnia, nightmares, change in appetite, increase in blood pressure, nausea, shortness of breath, change in sex drive
- Cognitive:** Difficulty concentrating, recurrent thoughts about the incident, blaming self or others, difficulty making decisions or problem-solving; thinking only the negative, wish to escape
- Emotional:** Fear, guilt, feeling numb, anger, anxiety, depression, helplessness, irritability
- Behavioral:** Isolation, sudden changes in behavior, speech or activities, loss of emotional control
- Spiritual:** Anger at God, withdrawal from faith and faith-related practices, loss of meaning or purpose

What might help?

- Physical activity/relaxation
- Eat balanced, regular meals
- Confide in someone you trust
- Do activities you enjoy
- Avoid alcohol, caffeine, drugs
- Give yourself permission to react

Our goal

- Mitigate distress
- Accelerate the recovery process
- Provide information
- Educate on stress management and coping skills
- Engender increased cohesion and morale
- Referrals for additional support

We're here to help - every step of the way.

Any staff member can seek group or individual peer support by contacting our dispatch or a HOPES Team member directly.