

Missouri Quality Award Winner



Sue Scott, RN, MSN

Sue Scott serves as coordinator of patient safety in the Office of Clinical Effectiveness at University of Missouri Health Care in Columbia, Mo. As a registered nurse with more than 30 years of health care experience, Scott oversees MU Health Care's efforts to ensure safe care for patients and develop new programs to improve patient safety.

Through her research into the "second victim" phenomenon, Scott led the development of MU Health Care's ForYOU Team in 2009. A second victim is a health care professional who experiences emotions such as grief, guilt or depression in response to a stressful event or unanticipated patient outcome.

The ForYOU Team is a peer-support program made of health professionals who are specially trained in techniques to recognize potential triggers of a second-victim response, identify colleagues who exhibit symptoms of a second-victim response and support their affected peers. MU Health Care's ForYOU Team is comprised of more than 80 health professionals, including physicians, nurses, chaplains and others. MU Health Care's ForYOU Team was recognized with the HOPE Award from the organization Medically Induced Trauma Support Services in 2009.

Scott has received national and international attention for her research into the second-victim phenomenon and the development of the ForYOU Team. She has published several articles on second-victim response and peer-support programs such as the ForYOU Team. She has given presentations about the second-victim phenomenon and peer-support teams at hospitals and conferences throughout the United States, including the Institute for Health Care Improvement (IHI) annual forum.

Scott is a registered nurse with a master's of science in nursing degree from the University of Missouri Sinclair School of Nursing. She has served in MU Health Care's Office of Clinical Effectiveness since 2006 and as coordinator of quality care for the MU School of Medicine Department of Internal Medicine from 2004 to 2006. She also has worked in management, clinical education and staff nurse positions.



Laura Hirschinger, RN, MSN

Laura Hirschinger is a clinical improvement specialist in the Office of Clinical Effectiveness at University of Missouri Health Care in Columbia, Mo. With more than 15 years as a registered nurse, Hirschinger works with leaders and front-line health professionals to develop MU Health Care's culture of patient safety and identifying strategies to improve patient safety.

In addition to coordinating programs such as MU Health Care's Safety Excellence And Leadership Stewards (SEALS), a mentorship program to give nurses the expertise and tools to develop their own safety-improvement projects, Hirschinger performs a key role in researching the second-victim phenomenon and organizing MU Health Care's peer-support ForYOU Team.

As a leader of the ForYOU Team, Hirschinger coordinates the program's efforts at University Hospital. She also collaborates with Sue Scott and other colleagues to train ForYOU Team members and mentor the members of the ForYOU Team.

Along with Scott and other experts at MU Health Care and the University of Missouri, Hirschinger has co-authored several academic articles on the topics of second-victim response and peer-support teams. She has presented her research findings at conferences and hospitals throughout the United States.

Hirschinger is a registered nurse with a master's of science in nursing with a focus in holistic nursing from the Jewish Hospital College of Nursing and Allied Health at Washington University in St. Louis. She has served in MU Health Care's Office of Clinical Effectiveness since 2007. She also has worked as a staff nurse with experience in a variety of nursing specialties, and as a nursing preceptor, mentoring and teaching students of the MU Sinclair School of Nursing.