Warm-Up

Go to www.menti.com and use code 73 13 86
Implementing a Critical Incident Management Team

Tuesday, November 19, 2019

This webinar will be recorded

Advanced Care Learning Community

HRSA Disclaimer

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Webinar Functions

• Connect to audio via telephone or computer, NOT both (both will cause feedback)

• All participants are unmuted and will need to mute themselves

• Chat box
  » If you’re not available through audio, please use the chat box to participate in conversation.
Tell us who you are!

Please submit the following in the chat box:

» Name
» Pronouns
» Organization
Advanced Care Learning Community*

Annual Theme: Trauma Informed Care (2019-2020)

Workshop

(more peer-to-peer learning, work planning time, etc.)

Conference

(keynote speaker, peer-to-peer learning, breakout sessions, etc.)

CHC Advisors

Webinars and Office Hours w/Experts

Health Center Visit (TBD)

*Formerly the APCM Learning Community, now intended for ALL health centers!
Objectives & Agenda

1. Learn about Montefiore’s implementation of a trauma-informed Critical Incident Management team who are deployed after an incident in the community

2. Ask an expert! Participants to ask implementation questions about Montefiore’s Critical Incident Management Team

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<tr>
<th>Time</th>
<th>What</th>
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<tbody>
<tr>
<td>1:00</td>
<td>Welcome &amp; Introductions</td>
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<td>1:10</td>
<td>Montefiore’s Critical Incident Management Team</td>
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<td>1:40</td>
<td>Q&amp;A</td>
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<td>Evaluation</td>
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Critical Incident Management (CIM)

Alissa Mallow, DSW, LCSW
Director, Social Work
Montefiore Medical Group
Montefiore Medical Center
Bronx, NY
Critical Incident Management

• Exposure to traumatic events can cause a heightened ‘emotional state’ or ‘crisis’ which generates emotional turmoil

• Evidence Based Practice Model – International Critical Incident Stress Foundation

• Designed to assist individuals exposed traumatic critical incidents helping to prevent post-traumatic stress

• Crisis reactions can be lessened and rapid return to adaptive function can be achieved if appropriately trained crisis interventionists utilize this EBP model
Critical Incident Management

• Critical Incidents are unusually challenging events which have the potential to create significant human distress and can overwhelm usual coping mechanisms.

• CIM targets the RESPONSE not the EVENT.

• Whether or not intervention is warranted is based on the assessment of need.
CIM Protocol

• Intervention is short-term, peer-to-peer, supportive.

• Intervention is designed to mitigate the crisis response and restore equilibrium to work environment.

• NOT PSYCHOTHERAPY NOR A SUBSTITUTE.
Critical Incident Management at MMG

• The violent and unexpected death of an associate employed at the site
• Suicide of a provider
• Community violence near clinic
• Patient assaulted in waiting area
• Unexpected death of a patient
Elements of CIM

• Small group Crisis Management Briefing (CMB)

• Rest, Information, Transition Services (RITS)

• Defusing

• Debriefing
BUILDING THE TEAM

• Open call for volunteers
• Interviews with Incident Commander and (two) Incident Managers
• Asked a series of questions consistent with CISM literature.

• Questions included:
  • How would you describe yourself?
  • How come you interested in being part of the CIM Team?
  • Have you ever responded to event or been part of a CIM Team?
    • What was the event?
    • What was that like for you?
  • Have you ever been diagnosed with Acute or Post-Traumatic Stress?
    • Acute or Post-Traumatic Stress Disorder?
  • If yes – how will being on this type of team impact you?
  • What do you do to self-care?
  • Will you deploy at a moment’s notice?
Impact

• Post-deployment evaluations of team given to staff

• Questions include:
  • Were you satisfied with the CIM intervention?
  • Was the CIM Team responsive to your needs/concerns?
  • In your opinion, did the CIM Team help with people’s coping regarding the incident?
  • Best thing about the Team’s intervention?
  • What could the team do to do a better job in the future?
  • Do you have any comments you would like to make to the CIM Team leadership?

• The CIM Team receives a satisfaction of 75% or higher for each deployment.
Q&A

Speak up via the phone or use the chat box
Upcoming OPCA TIC Activities

Advanced Care Learning Community Conference

• Friday, January 31, 2020
• Portland, OR
• Registration is open now!

Advanced Care Learning Community Virtual Learnings

• March 17: Aligning Social Needs Efforts with Trauma-Informed Care Efforts in a Primary Care Setting
• May 19: Evaluating TIC Implementation Efforts
Evaluation

Go to www.menti.com use code 73 13 86
Thank you!

Have questions? Contact:
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