Critical incidents occur to hospital staff frequently. These incidents range from deaths of co-workers and unexpected deaths of patients to threatening situations involving patients and watching children of a trauma victim say their last goodbyes.

Such events can overwhelm one’s normal coping strategies and can cause emotional, physical, behavioral, cognitive, and even spiritual changes within us. Critical Incident Stress Management Intervention is one way to mitigate these effects.

Hospital staff find it particularly difficult to deal with these events when they perceive, either accurately or inaccurately, that the care they provided played a role in the adverse event. The term “second victim” has been coined to describe the emotional process and impact experienced by hospital staff following an adverse event.

It is important to prepare and support our hospital staff impacted by workplace-related adverse events. The UPMC ASAP Staff Support Program is designed to meet the support needs of our staff who are “second victims” in the workplace.

Program Description
This program is designed to present the core elements of a comprehensive, systematic, and multi-component crisis intervention curriculum. The three-day course prepares participants to understand a wide range of crisis intervention services, including group and individual crisis intervention techniques.

The need for appropriate follow-up services and referrals when necessary also is described. This course will prepare you to provide support to individuals and groups following exposure to adverse events in the workplace. The goal is to keep strong, healthy people strong and healthy.

Educational Objectives
At the conclusion of this program, participants should be able to:

- Define stress, critical incident stress, and post-traumatic stress disorder.
- List at least four fundamental principles of crisis intervention.
- List the 10 basic interventions of Critical Incident Stress Management (CISM).
- Define and describe in detail the CISM group processes of on-scene support, one-on-one support, crisis management briefing, defusings, and debriefings.
- Understand and implement in detail the CISM individual process of SAFER-R.
- List common critical incident stress signs and symptoms.
- Demonstrate individual and group crisis intervention techniques.

For more information, visit http://www.wiser.pitt.edu/apps/courses/courseview.asp?course_id=8887.