



OPCA

**Oregon Primary
Care Association**

Warm-Up

Go to www.menti.com and use code 73 13 86



This webinar will be recorded

Advanced Care Learning Community Implementing a Critical Incident Management Team

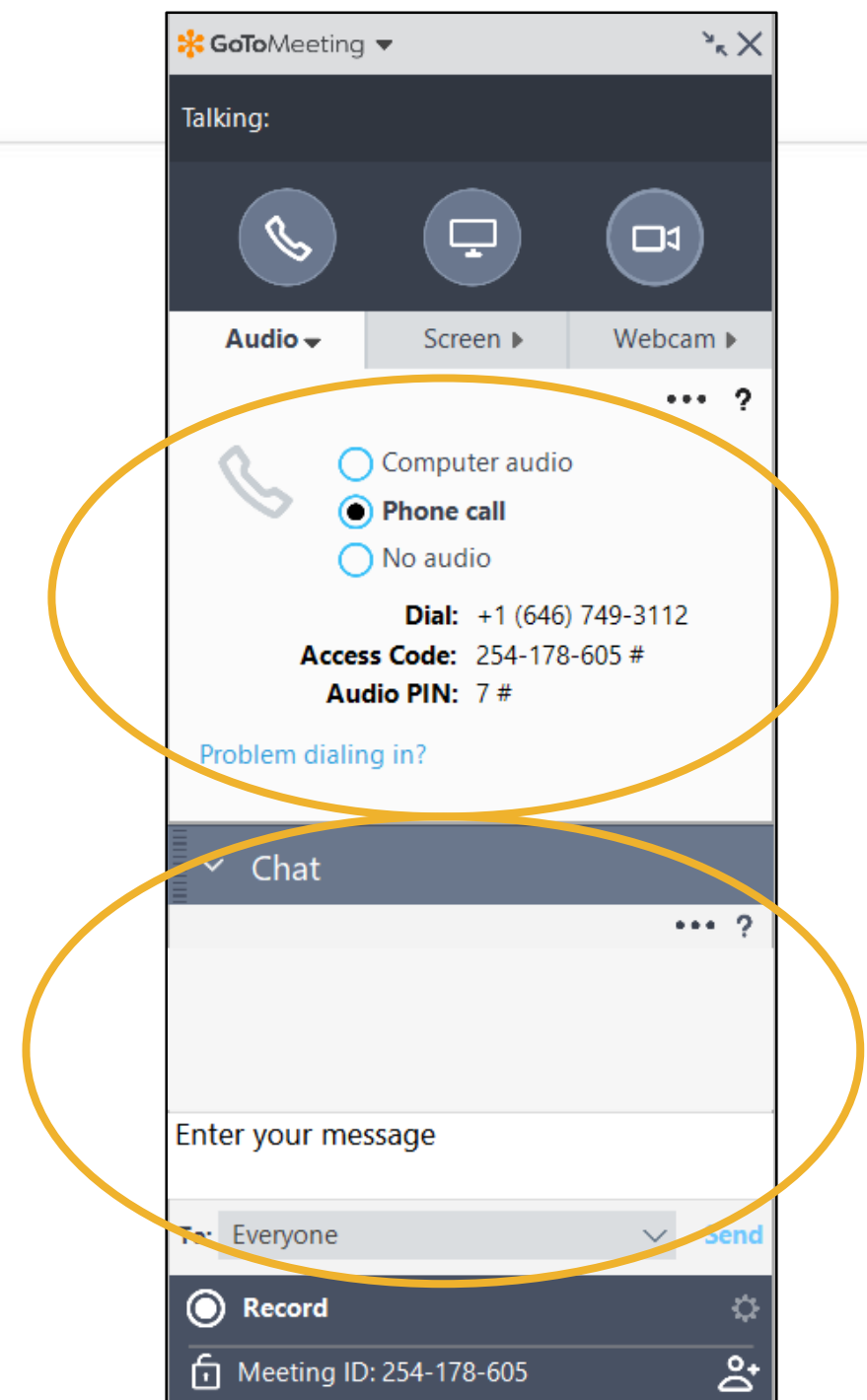
Tuesday, November 19, 2019

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



Hello
my name is

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

Time	What
1:00	Welcome & Introductions
1:10	Montefiore's Critical Incident Management Team
1:40	Q&A
1:55	Evaluation
2:00	End



Montefiore
THE UNIVERSITY HOSPITAL

 **EINSTEIN**
Albert Einstein College of Medicine
OF YESHIVA UNIVERSITY

Critical Incident Management (CIM)

Alissa Mallow, DSW, LCSW
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Montefiore Medical Group
Montefiore Medical Center
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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

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Thank you!

Have questions? Contact:

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