Compassionate Care
Supporting Staff After a Crisis
Melodee Bartel, Women’s & Children’s Services Director
Shannon Black, Ventura County Fire Department
Objectives

• Discuss the nature and definition of critical incident stress management and its role in the continuum of care
• Recognize components essential to set up a Critical Incident Stress Management Program (CISM) program for a hospital.
• Discuss how to stabilize and support staff through the CISM process
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<th>Melodee Bartel BSN, RN, PHN</th>
<th>Shannon Black</th>
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<td>Women’s &amp; Children’s Services Director</td>
<td>Ventura County Fire Department Medic</td>
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<td>Los Robles Hospital &amp; Medical Center</td>
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**Disclosure**

*No relevant financial or nonfinancial relationship exists*

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Stress
Why Implement?

- Helps prevent job stress and burnout problems
- Decreases worker injuries/errors associated with stress including associated costs
- Promote employee wellness and decrease utilization of sick time and benefits, up to 60% in noted cases
- Stabilizes crisis situations quickly and effectively when they do occur
Critical Incidents
Acute Traumatic Stress

- Medical Error
- Sentinel Event
- Near Miss
- Critical Incident
- Traumatic Event
Stress

Physical
- Tachycardia or Bradycardia
- Headaches
- Muscle Spasms
- Psychogenic Sweating
- Hyperventilation

Emotional
- Anxiety
- Irritability
- Mood Swings
- Depression
- Fear, phobia
- Post Traumatic Stress
- Grief
- Anger

Behavioral
- Impulsiveness
- Risk-Taking
- Excessive Eating
- Not Eating
- Withdrawal
- Family Discord
- Crying
- Hyper startle
- Sleep disturbance
CARING and PEER SUPPORT (CAPS)

Select a Program

Steering Committee

Name the Program

Choose Facilitators

Senior Leader Approval

Charter & Policy

Conduct Training

Communicate to Staff

Ongoing training and adjusting
CISM vs. Schwartz Rounds

• **Critical incident stress management (CISM)** is an adaptive, short-term psychological helping-process that focuses solely on an immediate and identifiable problem. It can include pre-incident preparedness to acute crisis management to post-crisis follow-up.

• Requires certified facilitators (Everly Jr., 2015)

• **Schwartz Rounds** offers multidisciplinary team regularly scheduled meetings to *openly discuss* the emotional issues that they regularly face while caring for the patient and their families. Caregivers have an opportunity to share their experiences. Program requires membership to the Schwartz Center Organization (Schwartz Rounds, 2017)
Recruitment & Selection Process

- Emotional Maturity
- Ability to keep information confidential
- Willingness to work as part of a team
- Willingness to learn psychosocial behavior and CISM principles
- Demonstrate effective communication
- Respect for one’s peers
NO JUDGEMENT
IMPORTANCE OF CRITICAL INCIDENT STRESS MANAGEMENT FOR EMERGENCY MEDICAL SERVICES
Nature of the Work
Core Elements of CISM

Pre-crisis Intervention

Post-Crisis Stage Intervention

Acute Crisis Intervention

Group Intervention

Post-Crisis Intervention

Individual Intervention
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<tr>
<td>Stabilize</td>
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<td>Facilitate Understanding</td>
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<td>Follow Up/Referral</td>
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Lessons Learned

• It takes time and patience.
• Look for opportunities to get the word out.
• Not every department will welcome the service.
• Know how to access you facilitators.
• Set timelines up front.
• Make sure you have a homogenous group
• Facilitators must be clearly identified.
• Don’t mix managers with staff members.
• Not all people want to participate in a group.
CAPS Team Member
Caring and Peer Support

Name: ____________________________________________________________

Telephone: ______________________________________________________
Chaplain: Mike McDonald 805.660.8883 | EAP: 800.434.5100
When to use the CAPS Program at Los Robles Hospital & Medical Center

The CAPS Program is set up to help when there is a workplace event or incident that causes you to have a strong emotional reaction. These incidents include, but are not limited to, traumas in the ED and surgery, maternal death, pediatric death, severe illness, and death or illness of a coworker or patient.

Working in healthcare is stressful. Our initial response to stress is influenced by many factors. Previous experiences and the amount of emotional support that we have in our day to day lives can make a difference in the way we process and handle the situation.

Common Reactions & Symptoms To Watch For:
- Fatigue
- Nausea
- Fear
- Grief
- Panic
- Peaking
- Anger
- Blaming someone
- Confusion
- Headaches
- Difficulty sleeping
- Anxious
- Memory lapse
- Depression
- Hostility
- Erratic behavior
- Withdrawing
- Poor attention
- Loss of appetite
- Increased appetite
- Irritability
- Nightmares
- Anxiety
- Guilt
- Outbursts
- Denial
- Weakness
- Agitation
- Lethargy

The incident you witnessed or participated in can cause various post-incident reactions. An important factor to remember is that the reactions listed are common and can range from physical to emotional symptoms.

If you experience any of these sections, know that you are not alone and the reaction should decrease over time. It helps to talk about the experience and allow others to do so. Some people believe they are the only one having post-incident reactions, but studies show that is likely not the case. The above can also be attributed to the cumulative effect of multiple incidents.

Actions That Have Proven To Be Helpful:
- Rest and maintain reasonable and normal activities
- Contact friends
- Talk to those that were present at time of incident
- Express your thoughts when they arise
- Eat balanced, regular meals
- Limit consumption of food with sugar, caffeine, alcohol, as these may heighten reactions
- Speak with your physician or healthcare provider and make them aware of what has happened to you
- Try to obtain information - knowing the facts will help you cope

Additional Resources:
If you have any questions, or need someone to talk to, please call Chaplain Mike McDonald at (805) 660-8899 or the Employee Assistance Program at (800) 434-5100. To activate the CAPS Team, fill out a mobilization form located on the Intranet. Look for the Forms tab and then click on the “Caring and Peer Support Program” folder. Once completed, turn into the Nursing Office so the Nursing Supervisor can alert the team.
Caring and Peer Support Facilitator
Multi-pronged Stress Management Strategies

- Critical Incident Stress Management
- Therapeutic Group Support
- Relaxation, respite/quiet rooms
- Employee Assistance Programs
- Self-Talk
- Peer Support (Untrained peer)
- Chaplain or Nurse Advocate Support
MAY YOU BE PROUD
OF THE WORK YOU DO
THE PERSON YOU ARE
AND THE DIFFERENCE
YOU MAKE
Questions

Contact
Melodee.Bartel@hcahealthcare.com

