

STRIPE

Crisis Resource Management



1

What is a crisis?

Can you give a definition?

Can you give examples of crises in Healthcare?

Peri-arrest/Cardiac Arrest

Anesthetic – can't ventilate, can't intubate

Social – venerable individuals (e.g. elderly/children/disabled) facing harm in their environment)

Why do Crises arise?

They are not random events in space or time, but a situation that arises due to prior events. May not be predictable but you must have a strategy to deal with it.

Latent errors – errors that are innately in the system but only arise in due course.

Can you think of any examples?

Work load/a number cases to manage

Assignment of personnel – the incorrect skill set for the job

Targets -

Equipment – faulty/incorrect/not having the correct equipment

Predisposing factors – known complications that may be exacerbated

Can you think of any examples?

Underlying disease

Already known risks of the procedure to be undertaken.

The PIT stop



2

Ask the participants what they think about this team in a pit stop for racing cars.

What are the elements of a good team?

Why is this team so good at getting the job done?

They know their roles, practice frequently in this team and they know who is the leader is.

Ask them to identify the leader (it is the man on the far right just out of the shot, with the paddle that lifts when the car is ready to go back on the track).



3

Sometimes things can go wrong in any situation though, so knowing your role in a crisis is important.



4

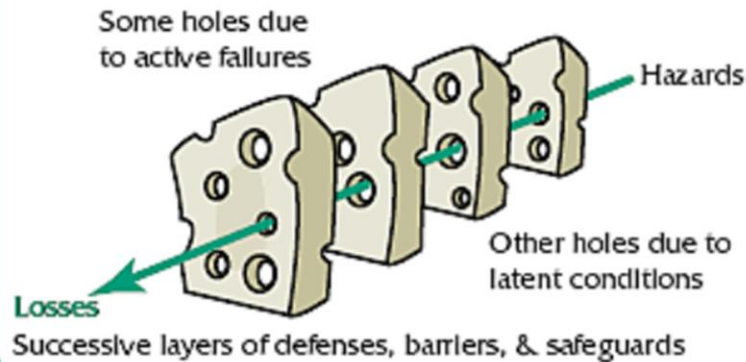
More examples of good teamwork



5

In this picture the athlete drops the baton. How might he and his team members feel in this situation?

The Swiss Cheese Model of Accident Causation



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Why do Crises arise?

Discuss the Swiss Cheese model and how it applies to healthcare.

They are not random events in space or time, but a situation that arises due to prior events. May not be predictable but you must have a strategy to deal with it.

Latent errors – errors that are innately in the system but only arise in due course.

Can you think of any examples?

- Work load/a number cases to manage
- Assignment of personnel – the incorrect skill set for the job
- Targets -
- Equipment – faulty/incorrect/not having the correct equipment

Predisposing factors – known complications that may be exacerbated

Can you think of any examples?

- Underlying disease
- Already known risks of the procedure to be undertaken



Psychological precursors

Can you think of any examples?

- Fatigue
- Boredom
- Illness – are you well enough to carry out your duties
- Drugs - under the influence
- Environmental Noise – a lot of noise in a CRISIS

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What resources do you have?

What do you need in a crisis? Give examples

YOURSELF!!!! – You have the skills but need to use them effectively and efficiently.

Other Healthcare professionals – multidisciplinary approach, we all need to work together for the patients and families best interests.

Equipment – from the humble pencil to a scalpel

Cognitive aids -

Cue's

- Protocols
- Checklists
- Medical records
- Drug Charts

MAKE EFFECTIVE USE OF YOUR RESOURCES



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How to manage the situation?

- Take command – DO NOT PANIC
- Assign a leader – not a dictator but a person who guides his/her team diligently through the crisis
- Call for HELP early – You cannot manage it on your own!
- “Many hands make light work” but “Too many cooks spoil the broth”
- Communication – Directed
- Understood
- Up the chain and down the chain
- The three C’s:
 - Clarity
 - Cite the names
 - Close the loop
- 3 worst people to have at a CRISIS
 - Someone
 - Anyone
 - Somebody
- Delegation- no one person can carry out all the tasks, you must trust your team
- Reassess – In a crises the situation/environment/problem may all change very rapidly.
Adaptation/evolving

COMMUNICATION

<http://www.youtube.com/watch?v=oQBNMT9318A>

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This You Tube video shows how communication can cause crossed wires.

CRISIS

<http://www.youtube.com/watch?v=valbpSaEoYc>

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Use the links in the Power Point provided or look on the Internet for a trigger video that involves a crisis that will demonstrate examples of either a good or bad principles of crisis resource management. This YouTube video is a good example of a crisis where the driver needs to think on his feet. Ask the participants to:

- Identify the crisis
- Identify the risks
- Identify the Management
- Did it go well?

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5 Key points you should leave here today with

RECOGNISITON OF CIRSIS + CALL FOR HELP

COMMUNICATION – CLOSE THE LOOP

ESTABLISH A LEADER

USE RESOURCES APPROPRIATETLY

STEP BACK and do a GLOBAL ASSESSMENT

References

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