

STRIPE Module Two



Crisis Resource Management

TODAYS OBJECTIVES

- Helium stick
- Introduction to principles of Crisis Resource Management (**CRM**)
- History of **CRM**
- Trigger videos
- Application of CRM to acute and non-acute settings
- (Helium stick)



How do you feel about
potentially being in this sort of
situation?

Keep calm and carry on?



**KEEP
CALM
AND
CARRY
ON**



**NOW
PANIC
AND
FREAK
OUT**

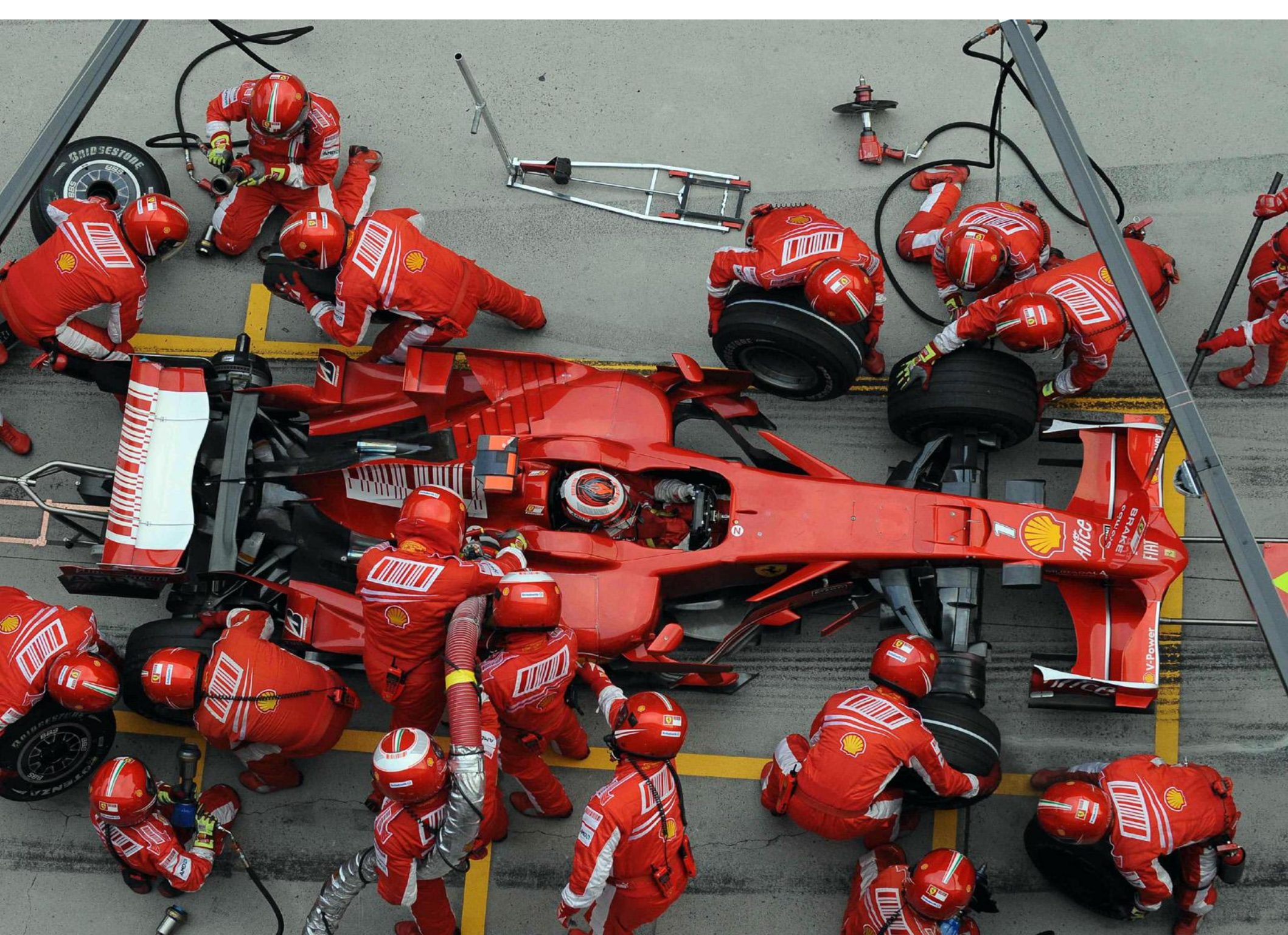
**KEEP CALM.
NOBODY
ELSE KNOWS
WHAT
THEY'RE
DOING
EITHER**



Helium Stick

What are the elements of a good team?

What do teams need?







- What are the **similarities** of these teams to our workplace?
- What are the **differences**?

- What are the **similarities** of these teams to our workplace?
 - High pressure – limited time and high stakes
- What are the **differences**?
 - Similar skill set/knowledge base
 - Roles clear from the outset
 - Reliable resource set



From Cockpit to Resus Room

Ed Link – circa WWII





from cockpit to resus room:
Comprehensive Anesthesia
Simulation Environment (CASE)

From cockpit to resus room

Simulation used to prepare pilots

1981 United Airlines first CRM course for pilots

Cockpit Resource Management -->

Crew Resource Management -->

Crisis Resource Management

1990 Gaba/Fish/Howard (of CASE) developed
Anaesthesia based course modeled on aviation
CRM courses

Eastern Airlines 401 (video)



EA 401

What went **wrong**?

Principles of CRM

- Know your environment
- Exercise Leadership
- Anticipate and plan
- Distribute workload evenly, allocate attention wisely
- Communicate clearly
- Call for help early
- Use all available resources

EA 401

- Role delegation? Resource allocation? Distribute workload evenly?
 - Do you want me to fly Doug?
 - Everyone focused on the light
 - Third cockpit member distracted
- Understanding your environment?
 - Night-time
- Clear communication?
 - “How are you going out there?”
- Anticipate and plan
- Exercise leadership?

Principles of CRM

Know your environment

- Prepare. Orientate.
Familiarise.

Principles of CRM

Exercise Leadership

- Allocate.
- Exercise followership

Principles of CRM

Distribute workload evenly,
allocate attention wisely

Selective Attention Test

Principles of CRM

Distribute workload evenly,
allocate attention wisely

- Situational awareness
- Error wisdom, HALTS
- Hungry Angry Late Tired
Stressed

Principles of CRM

Anticipate and plan

- Situational awareness
- Preparation
- Prior experience

Principles of CRM

- **Communicate** clearly

Principles of CRM

- **Communicate** clearly
 - Shared mental models
 - Closed loop communication

Principles of CRM

- Call for **help** early
 - Graded assertiveness
 - **PACE**

Principles of CRM

- Call for **help** early
 - Graded assertiveness
 - **P**robe
 - **A**lert/**A**lternative
 - **C**oncern/**C**hallenge
 - **E**scalate

Principles of CRM

Use all **available** resources

- Know what is available (orientate)
- If you are a resource – let people know!

Principles

- Know your environment
- Distribute workload evenly
- Allocate attention wisely
- Call for help early
- Communicate clearly
- Exercise leadership
- Anticipate and plan

Can you think of ways
to apply CRM to your
day to day ?

CRM – just a fancy
way of saying
common sense?

Why do we do what we
do?

Why do we do what we
do?

What you do makes a
difference

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