

Subject <b>Procedure for Critical Incident</b>		No. <b>259-3</b>	Page <b>1 of 5</b>
Content Expert / Coordinating Department(s) <b>Corporate Human Resources</b>	Prior Issue Date <b>None</b>	Issue Date <b>06-01-12</b>	

**Supervisor/Manager or  
Team Leader**

1. Initiate the critical incident assessment by moving all participants involved to a confidential location in order to determine the following information:

- Type of event
- Nature of event such as location, suddenness, death, loss, threat.
- Scope of event such as number of persons affected, impact and loss of productivity.
- Stress factors related to the event such as stress levels, cognizant signs, relationship impact, or other issues.
- If appropriate, refer to CISD Team member or EAP staff

2. If, based on initial assessment, it is determined the issue can be handled within the department, the Leader/Manager takes action as follows:

- Acknowledge and name (sentinel or critical) event
- Inquire how employees are doing
- Identify employees that need response
- Arrange a time and place to briefly meet with staff
- Respond to any immediate medical needs
- Conduct "Psychological First Aid" or first screening
- Communicate and validate that it is normal to react to critical events
- Demonstrate care and concern
- Give information and handouts on coping techniques, stress management and EAP
- Emphasize resiliency and self care
- Notify EAP Team leader, who will notify:
  - Human Resources Director
  - Occupational Health Services (in case of workplace injuries)
- Notify Security
- Notify Medical Quality
- Notify Administrator (based on magnitude, Administration may notify Public Relations)
- Notify Spiritual Care

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If, based on initial assessment, it is determined it is appropriate to refer the issue to the CISD Team Leader/EAP staff, the Leader/Manager takes action as follows:

- Send a "911" text page to EAP Manager (248-995-0348)
- Refer to CISD Team Leader/EAP staff for involvement

### CISD Team Leader/EAP staff

3. If, based on initial assessment, the issue has been referred to the CISD Team or EAP staff, CISD/EAP will attempt defusing the situation at an arranged time and location.

- **Defusing** is typically done within 8 hours of the event and includes introduction of the participants, stating purpose, goals and confidentiality. It also includes the following:
  - **Acknowledge**
    - Name and recognize actual details of event
    - Assess for comfort and safety
    - Stabilization. Determine what is needed for distress
  - **Communicate**
    - Inquire how individual is doing and allow for personal expressions
    - Provide safe, structured and supportive environment where individuals can express thought, feelings and reactions that are validated as normal reactions to an abnormal event.
    - Gather information in order to observe individual behavior to determine functionality and ability to cope.

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**CISD Team Leader/EAP staff  
(cont'd.)**

○ **Transition**

- Information and Coping. Emphasize resiliency
- Handouts
- Utilize strengths or stress management tools that have helped heal in the past
- Give directions to contact EAP for additional individual assistance.
- Advise that longer and more formal Critical Incident Stress Debriefing can be made available within 24-72 hours, based on the request of the team.

**Supervisor, Manager,  
Team Leader, CISD  
Team Leader or  
EAP staff**

After attempting to defuse the event, the Supervisor, Manager, Team Leader, CISD Team Leader or EAP staff will collaborate to assess whether an extended Critical Incident Debriefing is also needed.

If determined that Debriefing is appropriate, the following steps must occur:

- Within 24-48 hours, the Supervisor/Manager/Team Leader communicates with CISD Team leader to determine future needs
- Supervisor/Manager/Team Leader schedules time and location for debriefing
- Supervisor/Manager/ Team Leader notifies affected employees of debriefing and helps facilitate coverage to support attendance
- Although debriefing takes approximately 2 hours, the length of time will vary based on number of attendees and impact of event

**CISD Team Leader**

4. Post debriefing is conducted by CISD Team leaders and EAP Crisis Responders and involves the following:
- Assessing and referring all affected employees
  - Monitoring progress of affected employees through conferring with Supervisor/Manger/ Team Leader

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**CISD Team Leader**  
**(contd.)**

- Providing general feedback to management (HR, OHS, etc.)
- Completes follow up calls or contacts within a week to determine if more services are needed.

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## INCIDENT OCCURS

- Respond to emergent concerns
- Initiate critical incident assessment
- Move all involved to confidential location

## ASSESS THE SITUATION

- Sentinel, clinical error or crisis?
- Patient involved?
- Scope: How many people involved?
- Nature: Location, suddenness, death, threat?
- Stress factors: obvious signs and impact?

## HANDLING OF EVENT BY DEPARTMENT

- Acknowledge/name event
- Inquire how employees are doing
- Demonstrate care and concern
- Review handout "Coping with Critical Events" to validate common reactions
- Emphasize strength and resiliency
- Provide EAP brochure
- If necessary, notify others per Sentinel or EAP policy, CISD Procedure 259-2
- All injuries must be reported and seen by OHS

Further follow up requested  
by department

NO

No further  
action  
required.

YES

- Leader/Manager sends a "911" to XXXX
- Refer employee(s) to CISD/EAP

CISD/EAP will conduct defusing  
at arranged time and location.

Do we need more  
intervention?

YES

Leader/Manager schedules  
time and location. CISD  
conducts debriefing

NO

No additional  
follow-up  
needed

After debriefing, CISD/EAP will:

- Monitor progress of affected employees
- Provide general feedback to manager
- Complete follow-up calls or contacts within a week to see if additional services are needed

**Note:** Following the  
Sentinel Event  
investigation, should  
additional debriefing  
be considered?

***Critical Event  
Detailed  
Procedure  
Flow Chart***

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