

Critical Incident Stress Management Team

Creating a Magnetic Environment Through Staff Support and Satisfaction

Introduction

- A multidisciplinary team made up of nursing, clergy, medical ethics, and other interested personnel.
- Formal and structured process
- CISM accelerates the normal recovery of formerly healthy people who are experiencing painful reactions in response to abnormal events.
- CISM includes the need for follow up and provides a sense of psychological closure after the crisis.

Mission Statement

The Critical Incident Stress Management (CISM) Team provides timely, effective stress management intervention to minimize potentially harmful occupational stress-related symptoms associated with critical incidents and emergency situations. The team will help individuals identify and cope with their responses to acute and traumatic stress in order to teach, empower, assist and mentor the individual.

CISM Team Values

- The values governing the CISM Team's development will include UPMC's Core Values and the following:
- The CISM Team operates in accordance with the highest standards in all relationships with healthcare members, environment and the community.
- The CISM Team fosters a climate which encourages innovation and diligence amongst team members.
- The CISM Team promotes dignity and respect in the workplace.

Critical incident Stress: Defined

- A critical incident is any sudden or unexpected event that has an emotional impact sufficient to overwhelm the usual effective coping skills of an individual or group and causes significant psychological distress.
- Critical Incident Stress is a normal reaction to an abnormal event.

Impacts of Stress

- Affects quality of care to patients.
- Decreased productivity
- Staff turnover
- Absenteeism
- Poor organizational commitment
- Staff conflicts
- Low job satisfaction
- Low morale
- Physical health manifestations

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Signs & Symptoms

Physical	Cognitive	Emotional	Behavioral
Fatigue	Nightmares	Anger	Withdrawal
Headaches	Blame	Guilt	Antisocial acts
Chest pain	Poor concentration	Depression	Intensified pacing
Tachycardia	Intrusive images	Grief	Insomnia
SOB	Poor decision making skills	Anxiety	Changes in appetite
HTN	Inability to complete tasks	Irritability	Increased alcohol consumption
Nausea	Inability to concentrate	Feeling overwhelmed	Hyper alert to environment

Implementation on 3 Core High Impact Units

- Emergency Room
- MICU/CCU
- 7 West

Team Intervention Goals

- Intervene immediately
- Stabilize
- Facilitate understanding
- Focus on problem solving
- Encourage self-reliance

Assessment

- Used the Perceived Stress Scale (PSS) prior to team implementation and education on identified core units.
- Repeat Perceived Stress Scale (PSS) post team implementation and education on identified core units.

Results

- Decreased perception of stress as measured by the PSS pre and post implementation and education.

How to Request Help

The Team Chief is available 24 hours/day, 7 days/week, 365 days/year.

Global Address Book: SHY CISM Team
Pager Number: 412-263-7878

Pre-CISM vs. Post CISM Implementation and Teaching PSS Results

