



CRITICAL INCIDENT
DEBRIEFING TEAM







CRITICAL INCIDENT DEBRIEFING

- **specific technique that is intended to assist others in dealing with the physical and/or psychological symptoms that associated with exposure to trauma**
 - **Debriefing allows those involved to process the event and reflect on its impact.**
 - **Conducted as close to event as possible**
 - **allows for venting of emotions and thoughts associated with crisis**
 - **Should occur within 24 / 72 hours**

WHAT IT IS NOT.....

Pointing fingers

Assigning blame

Disciplinary

Pitting staff against each other

PSYCHOLOGICAL "FIRST-AID"

Mitigates impact of
traumatic event

Facilitates normal
recovery

Assesses for and
identifies those who may
benefit from additional
service

Get staff to support
services before
symptoms of secondary
trauma manifest

HOW DOES IT MANIFEST

- Fatigue
- Guilt
- Shame
- Insomnia
- Self medication
- Night terrors / flashbacks



OTHER
MANIFESTATIONS

Problems in interpersonal relationships
at work and at home

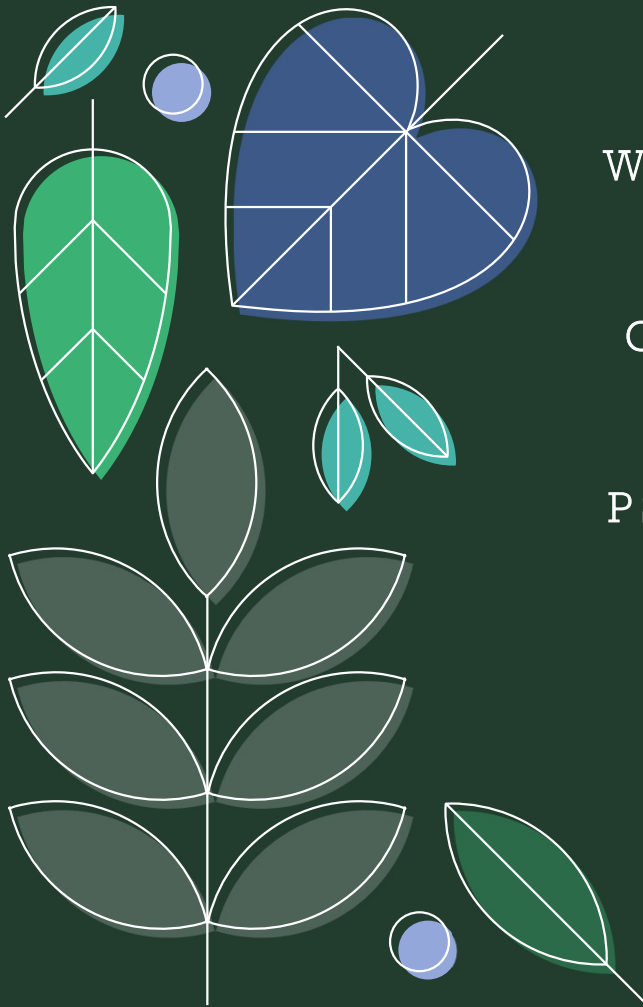
Absenteeism / Tardiness

Depression

Anxiety

Suicidal thoughts / tendencies

EFFECTIVE CRITICAL
INCIDENT DEBRIEFING
WHEN USED IN THE
WORKPLACE WITHIN A 24-
72 HOUR PERIOD AFTER
THE INITIAL CRITICAL
INCIDENT SHOWS THAT
CLINICIANS EXPERIENCE
LESS SHORT-TERM AND
LONG-TERM CRISIS
REACTIONS OR
PSYCHOLOGICAL TRAUMA



WHERE DOES IT BEGIN

- Leadership commitment
 - *must understand need*
 - *must understand value*
 - *commit resources to develop and train*

Remember that lesson on Business Plan Development?



POINTS TO MAKE.....

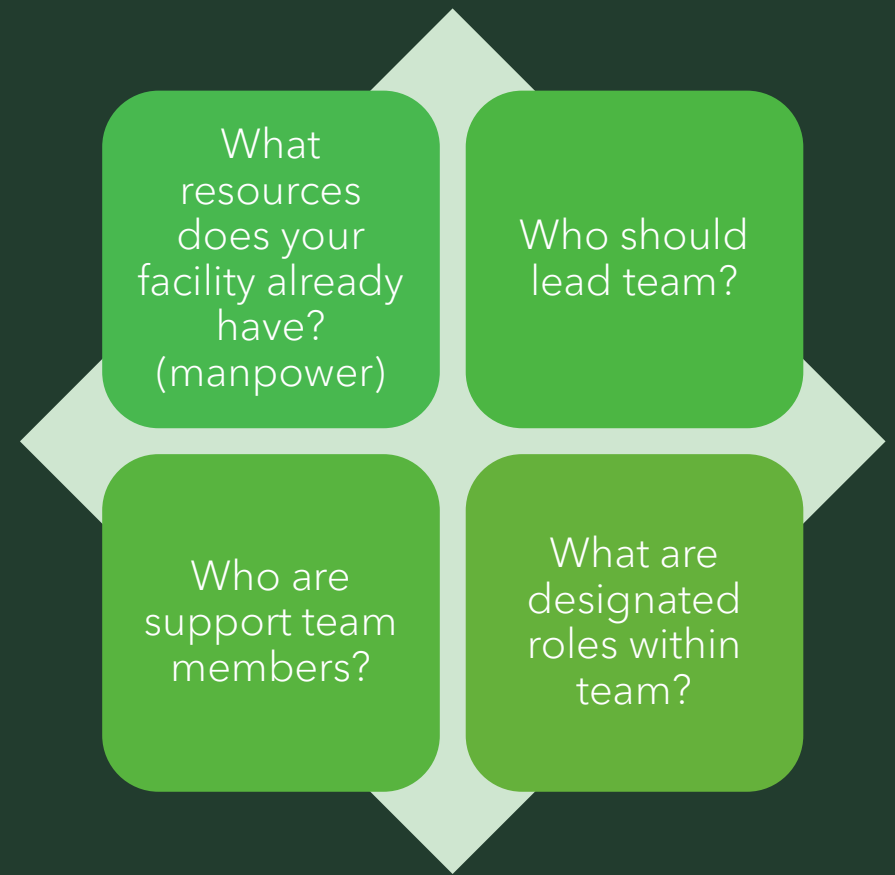
Impact to patient care

- *increased risk of error*
- *increased patient harms = increased cost to facility*
- *decreased patient satisfaction*

Impact to health of staff

- *increased call ins*
- *decreased employee satisfaction*
- *turnover*

LEADERSHIP IS
ON BOARD –
NOW YOU PICK A
TEAM



Remember discussion on Teams – clearly defined roles and responsibilities

7 KEY STEPS TO DEBRIEFING

- **1. Assess the impact of the incident on staff**
- **2. Identify immediate issues surrounding problems involving "safety" and "security"**
- **3. allow for the ventilation of thoughts, emotions, and experiences associated with the event and provide "validation" of possible reactions**
- **4. Predict events and reactions that may come in the aftermath**
- **5. Conduct a "Systematic Review of the Critical Incident" and its impact emotionally, cognitively, and physically on staff**
 - Look for maladaptive behaviors or responses to the crisis or trauma**
- **6. Bring "closure" to the incident**
 - Link to resources that may be needed (EAP)**
 - Help identify possible positives**
- **7. Assist with "re-entry" into workplace**

WHO WOULD YOU PICK BASED ON 7 KEY STEPS?

- Chaplain
- Security / Law enforcement
- Social Work
- Victim advocate
- Mental health provider
- Who are other appropriate team members?

TRAINING



International Critical Incident Stress Foundation, Inc.
HELPING SAVE THE HEROES

BILLY
GRAHAM
Evangelistic Association

**Critical
Concepts
Consulting**
Because talking helps.



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Behavioral Health Training Partnership

AFTER TRAINING IS COMPLETE

Establish process for requesting debriefing

If not requested, how will you assess for need?

How will you address needs of the individual?

Provide general staff education

- *What debriefing is for*
- *When it is used*
- *How it can be requested*

PUT YOUR TEAM IN MOTION

01

Mobilize
when
requested

02

Evaluate
effectiveness

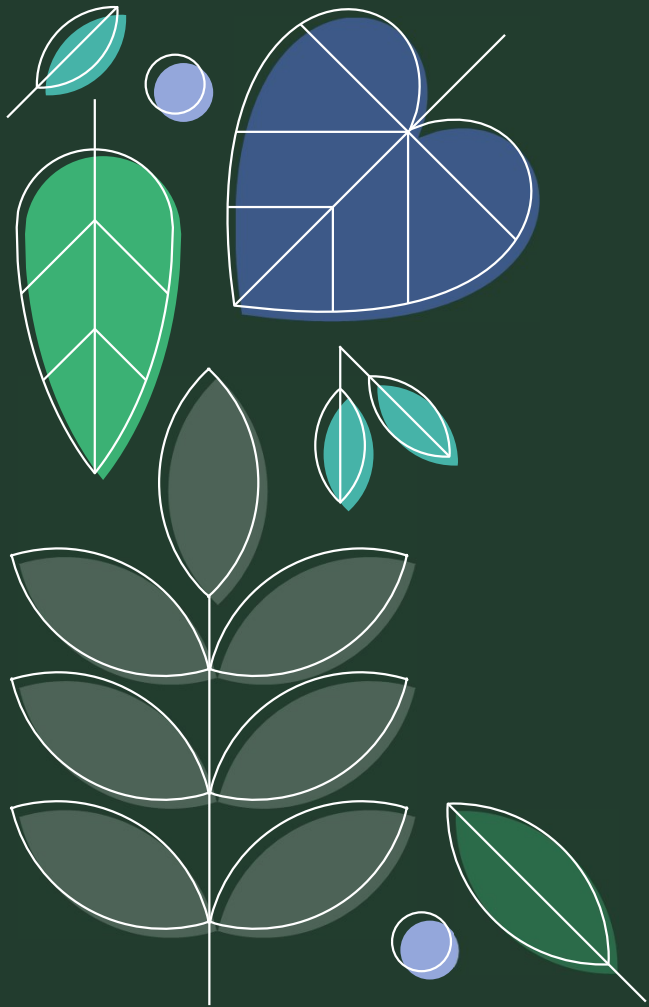
03

Establish QI
process

04

Report
successes to
leadership





QUESTIONS????

