

Crisis Resource Management

Role Clarity

Event Manager – Make sure that a leader is clearly identified and that all members of the team are aware of their roles and required jobs, be explicit.

Participants – Assume specific responsibilities. Be explicit. Stay aware of whole situation, offer assistance/information, provide updates of your task; if you don't know how, ask !!!

Communication

Transmit Frequent Plans – Allows team to understand what is going on and enables staff to offer ideas for identifying and treating the problem.

Close the Loop - Ensure there is closed loop communication at all times. Request a receipt for “message is received”.

Communicate through the Event Manager as much as possible.

Address people directly.

Maintain good tone (don't shout)

Personnel Support

Call for Help Early – Do not be afraid to pull the buzzer.

If CPR is required, always call 2222. This ensures that you have adequate support, that there are enough people to ensure that all roles are filled and to allow maximum utilization of all staff.

Orient team– Situation, Background, Assessment, Recommendation

Resources

Understand Hospital System – Know who you can use in an arrest situation. **Who is on your hospital arrest call?**

Know Unit Resources – location of intubation drugs; end tidal CO2 present at all intubations

Global Assessment

Avoid Fixation – Step back when possible, verbalize thoughts, review frequently. Invite input and open possibilities. Allow more global diagnoses 'avoid getting stuck'.

Keeping the “50,000 meter view” – This allows you to get a clear picture of what is happening and what everyone is doing. If you are the team leader/ event manager step back from the frontline and give orders while observing the whole situation.