Health PEI

Critical Incident Staff Support (CISS) Toolkit

An Introduction for Managers
Why is the CISS Toolkit Necessary?

- Health PEI recognizes that staff affected by critical incidents require support and guidance.
- Managers are often our systems’ “first responders” in meeting these needs.
- An interdisciplinary Working Group, established in 2011 by the Health PEI Executive Leadership Team, developed a CISS model and the associated toolkit for managers.
What is the CISS Toolkit?

• A resource centre for managers containing information on supporting staff through critical events. These can include an unanticipated adverse / sentinel event such as a medical error, a traumatic event within a facility, etc.
How does it work?

• The CISS toolkit contains a series of links to documents, articles, resources and contacts.

• The information is organized as relevant to each level of support for management of critical incidents: These levels include:
  - General planning and preparation for response to a critical incident
  - Preparing for immediate management response following a critical incident
  - Accessing peer supports and clinical expertise available to assist staff during a critical incident
  - Coordinating ongoing supports for individual staff who are having difficulty coping
**Model for Critical Incident Staff Support (CISS)**

**Tier 3**
Individual Referral Network

- Establish Referral Network with EAP, Spiritual, Social Work, Clinical Psychologist, Psychiatry, Physician Support Program
- Ensure availability and access to prompt professional support and/or guidance

**Tier 2**
Trained Local Peer support and Clinical Expertise such as patient safety officers or stress debriefing representatives who can provide one-on-one crisis intervention, support, mentoring, team debriefs.

**Tier 1**
“Local” (Service/Program) Support

- Service/program support with manager, supervisor, fellow team member who can provide one-on-one reassurances and/or professional critique of situation

**Pre-Incident Support**

- Preparation/education through review of information materials such as processes/procedures, checklists, articles, etc.

**Preparation and Assistance**

- Coordinating ongoing supports for individual staff who are having difficulty coping
- Accessing peer supports and clinical expertise available to assist staff during a critical incident
- Preparing for immediate management response following a critical incident
- General planning and preparation for response to a critical incident

Next Steps for Managers

- Familiarize yourself with the site
- Discuss topic with staff at meetings
- Plan how you will respond in these situations

**Health PEI Critical Incident Staff Support (C1SS) Managers’ Toolkit**

Health PEI recognizes that our Managers are often our systems’ “first responders” to staff affected by critical incidents. The following Managers’ toolkit provides links to useful policies, articles and checklists, as well as key contacts and resources to assist you in guiding and supporting your staff and colleagues at the various response stages.

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<td>Consulting Health PEI (CFSS) in Crisis Incident Management</td>
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<td><a href="https://www.healthyworkspaces.ca">https://www.healthyworkspaces.ca</a></td>
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<tr>
<td>Keeping checking back for more updates! For more information on this toolkit, please contact your HR or QA/Pharm/Pharm.</td>
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**Supports/Resources**

- Presentations
- Health PEI Release
- Articles and videos
- Peer support
- Support for physicians
- Supervisor/Manager tools
- Consulting Health PEI (CFSS) in Crisis Incident Management
- Trained local peer support and/ or clinicians who support as part of their role
- Resources that are available following a critical incident
- Supporting staff and individuals who are having difficulty coping

**Tools, References, and Examples**

- [http://www.library.utoronto.ca](http://www.library.utoronto.ca)
- [https://www.healthpei.pei.ca/about/press-release](https://www.healthpei.pei.ca/about/press-release)
- [https://www.youtube.com/watch?v=dQw4w9WgXcQ](https://www.youtube.com/watch?v=dQw4w9WgXcQ)
- [https://www.medically.ca](https://www.medically.ca)
- [https://www.clicknetwork.ca](https://www.clicknetwork.ca)
- [https://www.healthyworkspaces.ca](https://www.healthyworkspaces.ca)
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Location of CISS Toolkit

• Managers’ Resource Centre

http://www.healthpei.ca/MRC-cisstoolkit
Supports

• For more information or to schedule a presentation on the toolkit, contact your HR or Quality/Risk representative