

Crew Resource Management (CRM)

Also known as "Cockpit Resource Management"

Roots in aviation (NASA - not FAA)

Airlines, Operating Rooms & Trauma Centers

Human error or human error in conjunction with unforgiving weather and/or mechanical limitations.

Prescriptions

We want to reduce the number of times

We want to minimize the impact of those times

TYPES OF ERRORS

Procedural – Mistakes, slips, lapses most often caused by fatigue.

Proficiency –

Communication –

Decision making –

Intentional –

"Rule of 7"

Hierarchy

Accountability / Responsibility

Situational Awareness - The recognition of current events and anticipation of events likely to occur in the near future --- The "BIG" Picture.

- Briefings
- Checklists
- Policy
- Protocol
- Redundancy