CISM

Critical Incident Stress Management

PRESENTED BY
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INTRODUCTION

- 2002-2006 USAF-ATC. Volunteer Crisis Team-IRAQ
- 2007 Began FAA Career
- 2009 Started with the NATCA CISM Team
- 2016 Became Team Coordinator
- 2019 Became Team Co-Lead
- 2020 Became Team Lead
- 2023 Co-Trainer for new D.R. CISM Team & Bahamas
- 2024 ICISF Instructor certified

Assist with Leadership and Collaboration training for both our Agency and Organization

What is Critical Incident Stress Management

- Umbrella term for multiple intervention tactics given after a critical incident or traumatic event

- Multi-component model, from pre-crisis to post-crisis

- Delivered Peer-to-Peer, professionally supported

- A confidential, non-judgmental, and unbiased resource

- Designed to mitigate the acute stress response of an incident through Psychological First Aid

What is a Critical Incident?

- A critical incident is an abnormal event that evokes an acute stress response that diminishes coping skills or normal functioning. While mostly work related, sometimes non-work events can create a similar acute stress reaction.

- Common post-event symptoms
  - Preoccupation with the event / flashbacks
  - The inability to fall asleep or stay asleep
  - Loss of appetite
  - Hypervigilance

Examples of Critical Incidents

- Aircraft incident/accident
- Near mid-air collisions or runway incursions
- Natural Disasters (require different handling)
- Loss of a co-worker or loved one
- Any situation that evokes a response consistent with critical incident stress

Why have a CISM Team?

- Studies have proven that peer to peer support teams are highly effective at facilitating the return to normal functioning for those affected by a critical incident.

  Built in support

  Help with managing the effects, prevent burnout

  Feeling better sooner

- Early Psychological Intervention can reduce the need for more intensive services

Fun Fact

- World War I (1914) –First the French and then the Americans used a similar approach

- Crisis intervention helped 65% of psychologically traumatized soldiers to return to frontlines in 3-4 days.

- Without crisis intervention, only 40% were able to return to combat and that took 3-4 weeks. (Thomas Salmon, 1919)

- First organized approach to Crisis Intervention – Franco Prussian War (1870-1871)

Cost Effectiveness of Peer Support Crisis Intervention

A peer-support crisis intervention program called Resilience In Stressful Events (RISE) was designed to help hospital staff cope with stressful patient related events. A Markov model with a 1-year time horizon was developed to compare the cost benefit with and without the RISE program from a provider(hospital) perspective. Probabilities of quitting or taking time off with or without the RISE program were estimated using survey data. Net monetary benefit (NMB) and budget impact of having the RISE program were computed to determine cost benefit to the hospital.

Results of the RISE program found a net monetary benefit savings of $22,576.05 per nurse who initiated a RISE call. The budget impact analysis revealed that a hospital could save $1.81million each year because of the RISE program.

Moran, Wu, Connors, et al, 2017, *Journal of Patient Safety*

Peer to Peer Support
Why does it work so well?

- Air Traffic Control is highly specialized and unique
- A peer can speak the language and often have immediate access to the affected person.
- Confidential*-Safe
- Being able to help someone requires trust
- Because peers are professional colleagues, there is often instant rapport
- RAPPORT = TRUST = EFFECTIVENESS

The CISM Team Product

- One-on-one support within hours of the critical incident. (Defusing) This can also be done with several people at once

- Critical Incident Stress Debriefing (CISD) Always a group process done within 2-7 days of event

- Short-term follow-up & Referral

- CMB and RITS (not common with ATC)

Defusing

- Almost always done one-on-one and follows a specific format

- Almost always done over the phone within 24 hours but best before the end of the day that the incident occurs

- Usually 15-30 minutes long

- The responding team member can begin to assess the need for further response by making this contact

Critical Incident Stress Debriefing (CISD)
Always a group activity

- In response to an aviation incident/accident where multiple (2-20) controllers are involved

- Structured confidential group discussion designed to help with any ongoing symptoms. The discussion is formatted to a seven-step process. Peers are trained to facilitate this discussion format

CISD (continued)

- Usually conducted at or near the local ATC facility 2-7 days after the event

- Conducted by peer AND a mental health professional working as a team. Peer-lead, counselors support

- Closed door, private & confidential session for controllers with direct involvement.

Questions on what CISM is

before we talk about setting up a team?

Roles for an effective Team

- Team Lead-Main gatekeeper & point of contact.
        Must know what the team is doing at all times

- Coordinators-Responsible for following up on communications that indicate a possible critical incident response

- Peers-Everyone on the team is a peer
        Trained to work with controllers post-incident

Other Important Factors

- Having support from the top management of your ANSP or organization is critical. This will provide the needed support to create the necessary elements to start-up the CISM Team and keep it operational

- On the labor side, creation of the infrastructure for team operations is very important.

- Having an EAP or counselor(s) trained through ICISF
  - Yes they can train with your team

How to Create a CISM Team

- Designation of an individual to serve as the primary POC for all decisions related to getting the CISM Team operational. These duties include:

  - Picking Team members
  - Creation of a central phone number/email
  - Education of entire workforce about the Team and the benefits of using it (pre-incident education)
  - Identify mental health professionals that can work in tandem with the Team-CISM Certified
  - Identify a management counterpart for the program

AND THEN…

GET YOUR TEAM MEMBERS TRAINED!

This should be the last thing done so the team may begin to function as soon as training is complete

THANK YOU

It has been a pleasure to share my experience with everyone. We stand with you, ready to help.

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