



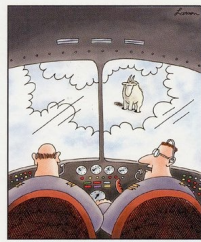
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Crisis Management and
Communication Skills in Emergency
Departments

1

CRISIS!

- Difficult to define: know it when you see it!
- **"A situation that has reached an extremely difficult or dangerous point"**



"Say... what's a mountain goat doing way up here in a cloud bank?"

2

BUILDING A NATURAL CRISIS LABORATORY...

- The Emergency Department!
- Crises occur frequently
- Accept that, and build skills to deal with them



3

AIRCRAASH INVESTIGATION



4

MANAGING CRITICAL EVENTS

- Know the environment
- Anticipate + plan
- Call for help early
- Exercise leadership + followership
- Distribute the workload
- Mobilise all available resources
- Communicate effectively
- Use all available information
- Prevent + manage fixation errors
- Cross (double) check
- Use cognitive aids
- Re-evaluate repeatedly
- Use good teamwork
- Allocate attention wisely
- Set priorities dynamically

5

AUTHORITY GRADIENT

- Challenging the natural authority gradient
 - About WHAT is right, not WHO is right
 - Escalation using PACE technique:
- P = Probe:** *I am really worried about this patient*
A = Alert: *Should we be checking...?*
C = Challenge: *Is there a reason why you...?*
E = Emergency: *For the safety of the patient, we must...!*

6

LEADERSHIP

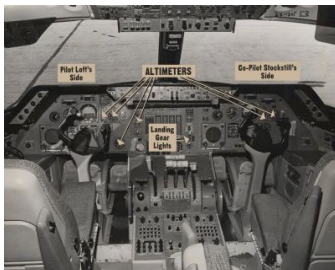
- The heart of good teamwork
- **“The process of influencing others in order to achieve common objectives in a particular situation”**
 - Process, not rules
 - About influence, not orders
 - Common objective
 - Situation specific

7

A routine operation



8



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“Practice Makes Perfect”

9