Background

To provide a standardized process for dealing with and initiating a Critical Incident Stress Management (CISM) intervention when a critical incident that directly affects a Henry Ford Health System (HFHS) house officer has occurred.

Policy  HFHS is committed to maintaining a safe environment for its trainees. The CISM system at HFHS establishes a proactive approach to addressing a critical event affecting the medical education environment. The HFHS CISM intervention seeks to reduce the emotional impact on trainees and program members, restore functionality for those affected by the event, and identify and refer those individuals who may require additional support.

Critical Incident:  Any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety, or well-being of an individual. This can include a death and/or other major tragedy.

Procedure

1. Following the occurrence of a crisis, the Program Director will contact the Designated Institutional Official (DIO)\(^1\) and the CISM Coordinator (313-468-2000), and provide details of the situation, including identification of those involved.
2. The DIO will contact the Administrative Director of Medical Education (ADME) and, if necessary, human resources, to inform them of the situation.
3. The CISM Coordinator, in collaboration with the Program Director and DIO, will evaluate the situation and determine a course of action. This will include a communication plan.
   a. The CISM Coordinator will notify the HFHS Crisis Response Team (CRT). The Coordinator will provide a brief description of the event, and ask for timely replies regarding their availability to respond and conduct an appropriate intervention.

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\(^1\) If the DIO is unavailable, the ADME will fulfill the duties of the DIO
b. The CISM Coordinator will select appropriate CRT members and notify them of their responsibilities. A physician trained in CISM will be a member of the CRT. The CRT will be given information about the event, and schedule a date, time, and location to conduct the intervention.

c. After the intervention, the CISM Coordinator will contact the DIO and the Program Director to ensure the health and well-being of all affected individuals and will arrange for the provision of continued support as needed.

4. The DIO, in consultation with the CISM Coordinator, will provide instructions to the ADME and/or other departments on the appropriate communication plan, including identification of resources available for the affected individuals.

References
