

CISM was developed with the belief that providing peer support immediately after the traumatic event can minimize the negative effects on a person cognitively (thinking), emotionally (feeling), physically (body) and behaviorally (actions).

For this reason, Henry Ford Health System's Employee Assistance Program (EAP) commits to providing resources and assisting employees following a traumatic event.

To learn more, please call (313) 468-2000 (answered 24/7).



## PCRT Can Help

Critical Incident Stress Management (CISM) is a comprehensive, integrated, systematic and multicomponent crisis intervention program. It was developed to help manage traumatic experiences within organizations and communities.

If you are a part of the Henry Ford Health System, we can assist by providing:

- Defusings and Demobilizations
- Critical Incident Stress Debriefings (CISD)
- Individual Interventions
- Follow-ups and Referrals
- Pre-incident Training (Stress Management and Preventing Compassion Fatigue)

## No Cost for Services

The PCRT is provided to groups of individuals through Henry Ford Health System's EAP at no charge throughout the System.

**(313) 468-2000 (answered 24/7)**

*Help is also available through the EAP for individual employees who have experienced a professional or personal traumatic event. For more information or to make an appointment with the EAP call (313) 874-7122.*



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# POST CRISIS RESPONSE TEAM

Henry Ford Health System's Employee Assistance Program (EAP) offers post crisis response to help groups of employees cope with a traumatic, life-changing event.



# Post Crisis Response Team: *The What, the Why and the When*



## What is the Post Crisis Response Team?

The Post Crisis Response Team (PCRT) is a group of HFHS employees with various levels of expertise who are trained in Critical Incident Stress Management (CISM). CISM helps fellow employees manage the signs and symptoms of stress caused by a critical incident and/or a traumatic event.

The PCRT meets with groups of individuals who have been similarly exposed to an incident. The meeting takes place in a confidential and private setting and allows for those impacted to talk freely about their experiences and express their reactions.

This is not group therapy nor is it a critique of the incident. This is an educational experience that is used to help employees understand the normal effects of a traumatic event and learn ways to navigate through it and recover.

## Why reach out to our team?

A traumatic event can occur anywhere within the System and can potentially traumatize staff, causing physical, emotional, psychological distress, or harm. Emergency room staff, OR staff, and ICUs are especially prone to experiencing an event that could potentially traumatize staff and leave them struggling. Over time symptoms can persist and interfere with daily functioning both at home and on the job.

Experience has shown that those who participate in this educational process sleep, eat and function better and generally are able to resume the routine aspects of their lives more quickly than those who do not. The process has proven to be helpful as a preventative measure against Post-Traumatic Stress Disorder (PTSD).

## When should you reach out to our team?

Critical incidents are characteristically sudden, powerful and unusual events that are outside the range of ordinary human experiences. Our team helps normalize the situation and provide a level of understanding of the response.

Call the Employee Assistance Program (EAP) to explore the PCRT when there is:

- A serious workplace injury
- A devastating workplace accident
- An act of workplace violence
- A homicide or suicide of a peer
- A sudden or unexpected death of a peer
- A traumatic patient or family experience
- Any other event at work "outside the norm"

Our Post Crisis Response Team Coordinator will assess the situation and determine the most appropriate level of Critical Incident Stress Management (CISM) given the circumstances.