Preparing and Executing Effective Critical Incident Simulations with Administrative Staff
THE BIG PICTURE
Multiple Simulation Models
Benefits, Pitfalls & Considerations
What do I mean by simulation?
A Simulation...

• Is a planned event
• Imitates an actual event or incident
• Practice how to manage elements that are common to all incidents
• Exposes weaknesses and strengths
• Could highlights areas of concern
WHAT ABOUT YOU?
WHY?
THIS IS A TEST

EIA RESOLUTION CHART 1956
Testing a Hypothesis
Raise Awareness of Specific Concerns
Teaching Tool
Solutions
Highlight Strengths
Board of Directors
SIMULATION DESIGN
Establish Desired Outcomes
What does your organization need to learn about its crisis response capabilities?

What does it need to test?

What does it need to practice?
Desired Outcome

After conducting the incident simulation, Program and Leadership staff will be prepared to manage critical incidents by providing victim support, communicating with stakeholders per protocol and relaying information that reflects accurate details of the incident.
Objective

Staff will be competent filling multiple Crisis Response Team roles.
CONSIDERATIONS
Most Probable Time of an Incident

vs

Most Convenient Time to have a Simulation
“Starters,” “Bench,” or a Combination
Closed Rehearsal or Open to All Staff to See?
Involve Local Authorities?
Finite time

vs

“It’s not over until it’s over.”
Real Trauma
What if a real critical incident occurs?
Plausible Incidents List
Time and Time of Year
Staff can feel on the spot
Test to Failure
Try to test too many variables
or
add too much complexity
“This is just a drill. If it were real I would..”
Some people may think it’s real
Alert the organization a drill is occurring
Ground Rules for communication of “incident” information
Email Subject Line

“EMERGENCY RESPONSE DRILL – UPDATE”
Phone/Radio Updates

“This is part of the EMERGENCY RESPONSE DRILL”
DESIGNING A SIMULATION
COMMON ELEMENTS OF SIMULATIONS
Simulated incident occurs

Crisis Response Team is mobilized

Original briefing/overview of incident

Roles are clarified

Team goes into action
New information is learned

Incident is managed

Conclusion

Debrief
Simulation Leader
SIMULATION MODELS
Table Top
Crisis Response Speed Dating
Open Book Test
Full Surprise
Scheduled -- Not a Surprise
Everyone Knows Their Roles

&

Should Know Their Responsibilities
Discussion Based
Everything is Simulated
Training Oriented
Can be a difficult/serious incident
CRISIS RESPONSE SPEED DATING
Fast and Superficial!
Variation of the Table Top Model
Multiple Staff Can Be Trained to Fill the Same Crisis Response Team Roles
• 20 minute crisis management, 10 minute debrief
• 4 simulations, 2 hours
• *Maybe* one information update each round
• Can briefly work through multiple possible situations in relative short time
• Pre-arrange teams before simulation
• Simulated management/calls
• “Table Top” simulation
• Invite all staff to watch
• Can be difficult to stay in character/role
Example
OPEN BOOK TEST
More Realistic Than Table Top Model
Everyone knows

• when
• locations involved
• staff involved and roles
Encourage “Studying for the Test”
2-4 hours including debrief
2-4 updates/new information
Bring CRT Together
Invite all staff to listen and observe
May need multiple rounds of this model to train multiple locations or to build confidence and competence.
Detailed script and timeline
Script Example
Summary
This is an urban vehicle accident involving the Organization’s van with 1 crew leader and 6 minor crew members, and a car carrying a family of 4 on vacation. The Organization’s van was at fault in the accident. There are numerous seriously injured patients in both vehicles and two deaths. Patients are being transported to two different hospitals. The media is involved and calling multiple of the Organization’s offices.
Simulation Ground Rules
9:00 Incident Begins

A call comes into the office from the upset parent of a crew member...

Parent #1 says to the staff member:
“This is part of the simulated emergency scenario and is not a real incident”
What should happen
9:15 Parent #1 calls the Office again...

9:25 Parent #2 calls the office and says...

9:30 The office calls HQ with update...

9:40 Reporter #1 calls the regional office...
FULL SURPRISE
Most Realistic and Intense
Critical incidents Don’t Happen at Convenient Times
Most intricate to plan
4 hours and up, but let play out
Multiple updates
Game Speed
PRACTICE
Small Groups (2-4)

2-3 Desired Outcomes (What do you want to learn about/test?)

2-3 Plausible Critical Incidents

Identify the Simulation Model

Begin to Design a Simulation
Feedback
ACTION STEPS

Identify Crisis Response Outcomes

Identify 3-5 plausible critical incidents

Design and conduct a simulation of one of the plausible incidents and implement changes.