

Title	Techniques to cope in a crisis
Stream	Refresher
Date	6/2/2022
Time	3:00:00 PM - 3:45:00 PM

### **TECHNIQUES TO COPE IN A CRISIS**

Will discuss some of the techniques we can employ in training both ourselves and our teams in improving our ability to cope with the short-term stresses inherent in ECC.

#### **Learning objectives:**

Psychological stress affects mental acuity and fine motor skills, therefore training to ameliorate stress will improve performance.

Stress amelioration techniques are best acquired by repetitive exposure to increasing stimuli in a controlled environment.

Various techniques such as BTSF or CALMDOON can be employed by individuals, with low or high fidelity clinical scenarios of benefit to improve team coherence

Review processes must be integrated into both practice and real-time scenarios to maximize training progress

Title	Crisis Resource Management
Stream	Advanced
Date	6/3/2022
Time	9:00:00 AM - 9:45:00 AM

### **CRISIS RESOURCE MANAGEMENT**

Crisis Resource Management (CRM) refers to the non-technical skills required for effective teamwork in a critical situation.

#### **Learning objectives:**

Recognition that development of a psychological skillset to manage stress, attention and arousal will improve individual and team performance in crisis settings.

An understanding that shared mental models are vital to successful team working in critical environments and that directed training and practice in simulated crisis scenarios are effective at improving team performance.

Awareness of the key principles of crisis resource management, but an acceptance that these are an entry point into the successful application of human factors theory into clinical teams.

Title	Heuristic traps for the ECC clinician
Stream	Advanced
Date	6/3/2022
Time	11:15:00 AM - 12:00:00 PM

### **HEURISTIC TRAPS FOR THE ECC CLINICIAN**

Heuristics are mental shortcuts used almost ubiquitously throughout human decision-making processes and in many clinical situations, they can assist us in making appropriate interventions in a timely fashion.

#### **Learning objectives:**

Mental shortcuts are almost ubiquitously used throughout human decision-making processes

Over-reliance upon heuristics without due consideration of context can lead to errors in critical clinical scenarios

The heuristic traps we are most likely to fall into in ECC settings include Familiarity, Consistency, The Expert Halo, Scarcity, and Social Facilitation

Application of some of the principles described in CRM team training can lessen the likelihood of heuristic traps leading to significant clinical errors

Title	Problem-Oriented Approach in ER
Date	6/2/2022
Time	2:00:00 PM - 6:00:00 PM

To be confirmed.