



CRISIS RESOURCE MANAGEMENT

NON-TECHNICAL SKILLS FOR EFFECTIVE TEAMWORK



NIPRO

*i*MEP
MECHELEN-BELGIUM

Learn the principles of Crisis Resource Management (CRM), which refers to the non-technical skills required for effective teamwork, in order to improve performance and reduce errors.

The most common root causes of unanticipated events in healthcare are human factors, leadership, and communication.¹ Furthermore, a review noted empirical evidence that linked the relationship between positive teamwork behavior with positive clinical patient outcomes, and its inverse – negative teamwork behavior with negative clinical patient outcomes.²

Crisis Resource Management is relevant to all healthcare professionals, regardless of experience or specialization. iMEP is proud to offer non-technical skills learning of CRM, which is equally important as learning technical skills, especially for dynamic decision-making, interpersonal behavior, and team management – in both critical and non-critical situations.

We practice what we preach!

Learners first come to understand the basics of CRM (the theory), then take part in a non-medical related team exercise (the practice). This allows learners to first learn the concept, then experience how non-technical skills contribute to effective teamwork – with the ultimate goal of applying these learned principles in clinical settings. It is recommended that learners of scenario-based simulation trainings offered by iMEP first take part in this CRM training in order to apply these non-technical skills learned.



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Meet our experts!



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Program content

- Crisis Recourse Management (theory)
 - Know the environment
 - Anticipate and plan
 - Call for help early
 - Exercise leadership and followership
 - Distribute the workload
 - Mobilize all available resources
 - Communicate effectively
 - Use all available information
 - Prevent and manage fixation errors
 - Cross (double)check
 - Use cognitive aids
 - Re-evaluate repeatedly
 - Use good teamwork
 - Allocate attention wisely
 - Set priorities dynamically
- Team exercise (practice)
- Debriefing
 - Discuss what went well
 - Discuss what can be improved next time using the principles of CRM
 - Discuss how to apply the skills learned in daily clinical activities

What will you gain?

You will be able to...

- understand the principles of CRM
- identify the importance and relevance of non-technical skills
- enhance team dynamic by applying the principles of CRM in practice

Who should attend?

- Healthcare providers from all fields:
 - Who want to develop and enhance their non-technical skills for improving teamwork
 - Who want to improve communication within your team
 - Who want to learn effective leadership
- Students who will become healthcare providers

Additional information

- Education, mentoring, and support by experienced trainer(s)
- Use of the iMEP building and its facilities
- Use of coffee, tea, and water facilities
- Ballpoint pen and notebook
- Parking spaces on-site

References

1. The Joint Commission International. [2015]. Human Factors Analysis in Patient Safety Systems. The Source. Volume 13, Issue 4. pp.7
2. Ivette Motola, Luke A. Devine, Hyun Soo Chung, John E. Sullivan & S. Barry Issenberg [2013] Simulation in healthcare education: A best evidence practical guide. AMEE Guide No. 82, e1511.

Duration:

2 hours, including a short break for coffee/tea/water

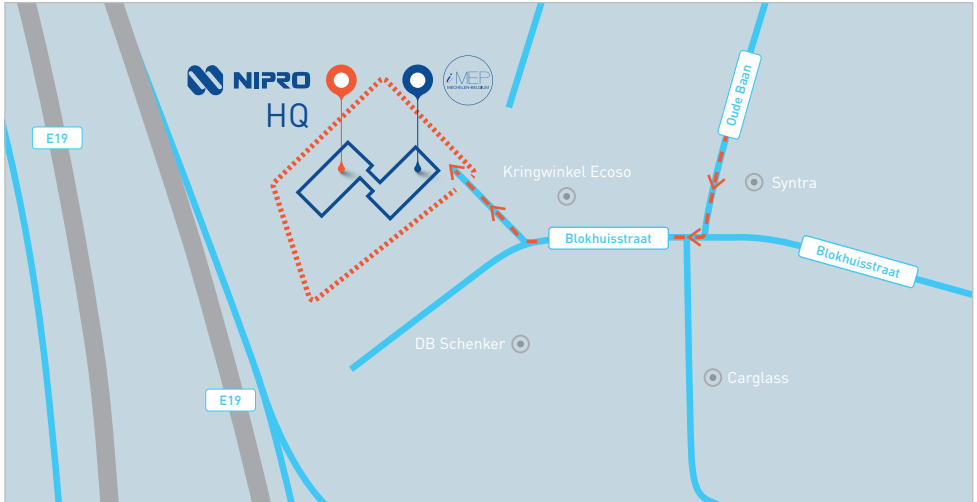
Fee: 250 €/Person

4-16 Learners

Curious to learn more?

Ready to plan your next training event?

Let us organize a guided tour! imep@nipro-group.com



From Antwerp or Brussels

→ From E19, take exit 9 Mechelen-Noord

From Antwerp: Go straight at the traffic light onto Blarenberglaan

From Brussels: Keep left towards Mechelen Noord and continue through the traffic light. At the next traffic light, turn right onto Blarenberglaan

→ At the roundabout, take the first exit

→ Turn right at the T-junction (Oude Baan)

→ Turn right again at next T-junction (Blokhuisstraat)

→ The Nipro entrance is on the right side at the end of the road

