CRISIS RESOURCE MANAGEMENT

CALL FOR HELP EARLY

DESIGNATE LEADERSHIP

ANTICIPATE AND PLAN

ESTABLISH ROLE CLARITY

KNOW THE ENVIRONMENT

DISTRIBUTE THE WORKLOAD

USE ALL AVAILABLE INFORMATION

COMMUNICATE EFFECTIVELY

ALLOCATE ATTENTION WISELY

USE COGNITIVE AIDS

Mobilize Resources

CRM KEY POINTS


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CRISIS RESOURCE MANAGEMENT

Call for Help Early
- Call for help early enough to make a difference
- Err on the side of getting more help
- Mobilize early personnel with special skills if they may be needed

Designate Leadership
- Establish clear leadership
- Inform team members who is in charge
- ‘Followers’ should be active in asking who is leading

Establish Role Clarity
- Determine who will do what
- Assign areas of responsibility appropriate to knowledge, skills, and training
- Active followers may offer specific roles

Anticipate and Plan
- Plan & prepare for high work-load periods during low work-load periods
- Know where you are likely headed during the crisis and make backup plans early

Know the Environment
- Maintain situational awareness
- Know how things work and where things are
- Be aware of strengths and vulnerabilities of environment

Use All Available Information
- Monitor multiple streams of data and information
- Check and cross check information

Distribute the Workload
- Assign specific tasks to team members according to their abilities
- Revise the distribution if there is task overload or failure

Allocate Attention Wisely
- Eliminate or reduce distractions
- Monitor for task saturation & data overload
- Avoid getting fixated
- Recruit others to help w/ monitoring

Communicate Effectively
- Command and request clearly
- Seek confirmation of request (close the loop)
- Avoid “thin air” statements
- Foster input and atmosphere of open information exchange among all personnel

Mobilize Resources
- Activate all helpful resources including equipment and additional personnel

Use Cognitive Aids
- Be familiar with content, format, and location
- Support the effective use of cognitive aids


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