

Critical Incident Stress Management (CISM)

Spring Health can support people leaders and teams if a critical incident occurs in the workplace.

What is a critical incident?

Critical incidents are stressful and/or traumatic events that can impact a person, their family, and their work in a variety of ways. Examples include the death of a colleague, natural disasters, workplace accidents, the downsizing of a company, or any event or situation that results in physical or psychological harm.

What is critical incident stress management (CISM)?

Critical incident stress management (CISM) provides organizations with comprehensive crisis support services for anyone impacted. The process starts with a management consultation to understand the nature and scope of the event, assess specific worksite or population needs and develop an action plan. An incident manager is assigned to serve as the main point-of-contact to ensure colleagues are getting the right support. Depending on the need, a provider can be assigned within 2 hours.

Support services may include onsite or virtual response, one-on-one and group counseling sessions, telephonic crisis support, and post-event follow up. Providers work with colleagues to help build resilience and recovery, facilitate understanding, and ensure they have ongoing support through Spring Health.

About Spring Health

Trinity Health partners with Spring Health to provide comprehensive mental well-being services to colleagues and their families. Built from a blend of clinically validated technology and human support, Spring Health is a single front door for access to personalized, convenient care and resources.

How should an emergency be addressed?

Call 911 if there is an immediate risk of harm.

If someone is indicating a plan for harm and has access to a weapon or other means to harm themselves or someone else, consider the situation a mental well-being emergency, similar to a medical emergency like a heart attack, and call 911.

Tips for managers who are addressing a critical incident:

- 1 Acknowledge the situation clearly with colleagues and demonstrate compassion.
- 2 Listen and remain attentive to the needs of individuals impacted and the team.
- 3 Respect privacy and discourage gossip.
- 4 Prioritize making time for self-care, both for your team and for yourself.

Spring Health critical incident resources:

Team Support: Managers have access to a 24/7 critical incident support line, answered within 30 seconds.

1-855-629-0554 (option 4, then option 1)

Managers should check with Human Resources prior to submitting a case, and should identify themselves as a Spring Health customer when calling.

Individual Support: All colleagues have access to a 24/7 clinical crisis support line for personal issues.

1-855-629-0554 (option 2)