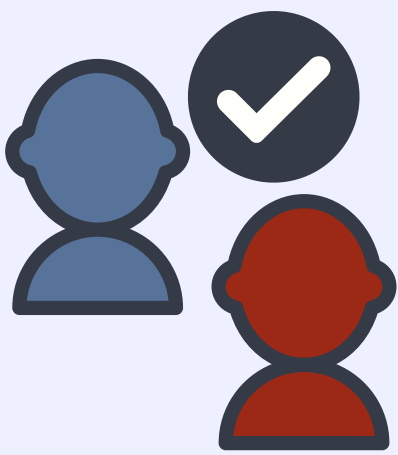


# TEACHING THAT COUNTS

## CRISIS RESOURCE MANAGEMENT (CRM) IN MEDICAL SIMULATION

### 3 Key Principles to Teach Your Learners

#### WHY IS CRM IMPORTANT?

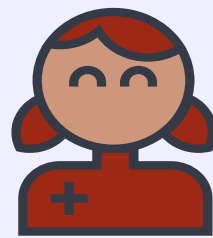


- Optimizes team performance in high-stakes environments, like the ED
- Reduces medical error
- Improves patient safety

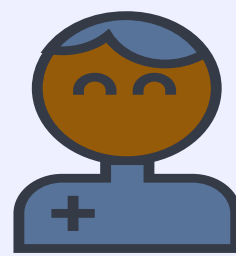
#### 3 Key Principles of CRM

### 1. Closed Loop Communication

- Transmitter sends message
- Receiver acknowledges receipt
- Receiver confirms task was completed, closing loop



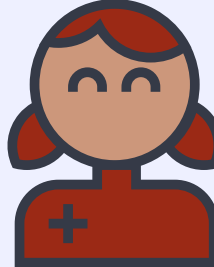
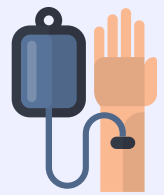
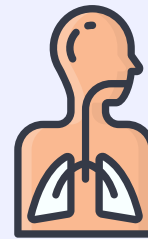
James, can you put in an IV?



Yes, IV placed.

### 2. Role Clarity

- Each team member has a role **explicitly delegated** by the team lead
  - Ex. Team lead, Recorder, Airway Manager, Medication Administration
- Roles will differ with each unique clinical scenario
  - Ex. In an academic ED an RT might be airway manager. In a rural ED the physician may take this role.

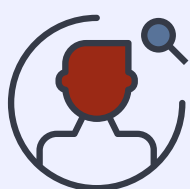


Tip

Assign a single task to a team member at a time

- E.g. say "Give 2 mg lorazepam IV now" vs "Give 2 mg IV lorazepam now, and if the patient doesn't stop seizing then give another 2 mg IV"
- **Start with the most critical task** (e.g. epinephrine first in anaphylaxis before solumedrol)

### 3. Situational Awareness



- **Be aware** of changes in the patient's condition.  
Ex. Reassess ABCDEs, repeat vitals and physical exam.



- **Share your mental model.**  
Ex. "This patient is having a STEMI!"



- **Gather feedback** from your team.  
Ex. "What else could we do?", "What am I missing?"

This infographic was created by Dr. Krista Dowhos and Alex Aliferis, and was edited by Drs. Alvin Chin, Sarah Foohey, Alim Nagji and Teresa Chan

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