

# CIRP | Critical Incident Response Program

## What

CIRP is a Duke-wide (Duke Health System and Duke University), high-acuity response team available during and following disruptive events to provide:

- consultation for leaders
- mental and emotional support for team members

## Who

The program is co-led by the Director of Duke University Hospital Chaplain Services and Education along with the Director of Duke Personal Assistance Services and is staffed by Duke employees who are trained in Critical Incident Response.

## When

CIRP program co-directors are designated as the point of contact when a major traumatic event occurs. Generally, the CIRP responds to system-wide events that impact multiple teams' ability to cope. A CIRP response team may be activated when traumatic events:

- Affect multiple teams or departments (natural disasters, complex medical events)
- Involve mass casualties or injuries
- Disturb the larger Duke community
- Elicit national and local upheaval
- Involve violent employee deaths
- Are considered sentinel events or are serious events covered by external media outlets.

For instance, the CIRP team responded to the 2019 gas explosion in Downtown Durham, which affected several Duke departments who had offices in the area of the incident and sent multiple patients to our Emergency Department.

## How

To request a CIRP response call:

- Director of PAS (919) 416-1727 business hours,
  - After hours (919) 684-8115
- Duke University Hospital Director of Chaplain Services and Education (919) 970-0018.
  - After hours (919) 970-8218

## What to Expect

When a CIRP response is requested, the CIRP co-directors will consult with leaders. If a CIRP response is appropriate, a CIRP team will be organized. CIRP will:

- Provide consultation to leaders and managers
- Work with local team to identify location and appropriate attendees
- Assemble and deploy a CIRP team
- During the CIRP response, the CIRP team will:
  - Acknowledge the event
  - Give space to reflect on the situation
  - Normalize the emotional responses to the event
  - Provide space to consider coping mechanisms
  - Facilitate early help seeking by promoting natural recovery and resiliency

## Additional Support Services

CIRP is not the only emotional support service available to Duke team members. Depending on acuity and location, there are additional services available. The CIRP co-directors can help determine the most appropriate services for your team.

CIRP is intended for unexpected, distressing events. Duke has employee support resources geared towards addressing chronic stressors that team members may face. Some of these additional services are listed here:

**Personal Assistance Service (PAS)** | Duke Health System and University | (919)416-1427, [pas.duke.edu](mailto:pas.duke.edu)

A team of licensed, experienced mental health professionals who can provide voluntary, confidential, and free counseling (to benefits-eligible employees) services for concerns such as:

- Pressures of work and home
- Demands of patient care and personal relationships
- Strains on well-being

Services offered include:

- Assessments
- Short-term counseling
- Referrals

PAS also offers specialized support for GME residents and fellows. Virtual counseling options available.

**Caring for Each Other (CEO)** | Duke University Hospital | Pager (919) 206-9785 (available 24/7)

Caring for Each Other is a Duke University Hospital-based, multi-disciplinary critical response program. When critical incidents overlap in scope with both the CEO and CIRP teams, the event will be internally triaged by Director of DUH Chaplain Services and the Director of PAS.

Some of the events or issues appropriate for a CEO response include:

- Cumulative stress from challenging patients/ family members
- Challenging patient deaths and/or multiple patient deaths
- Unexpected coworker illness or death
- Challenges to life/work balance that is disrupting work
- Changes in patient care protocol, especially pediatrics (end-of-life, etc.)
- Distress arising from systemic racism and other cultural factors that impact work life.

CEO can provide the following services for individuals or groups as needed:

- Real time support to staff
- Education to mitigate risk of being a Second Victim
- Clinical consultation with impacted areas through referrals from a number of sources
- Referrals, where appropriate, to other resources

**Employee Occupational Health & Wellness (EOHW)** | All Employees  
(919) 684-3136 (opt #2), [hr.duke.edu/wellness/eohw](http://hr.duke.edu/wellness/eohw)

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