Critical Incident Management: Creating and Adhering to Organization Standards

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All organizations sustain risks of critical incidents because of disturbed and troubled individuals. Despite vigilant efforts at screening and hiring, these persons will join our staff, and incidents will occur. Furthermore, some initially healthy staff will digress in functioning, and become disturbed and troubled.

The purpose of this presentation is to discuss ways of managing these incidents, and reducing risk of their occurrence. This paper emphasizes the latter issue, and its adjoining document focused on the former issues.

Preventing and Reducing Risks of Critical Incidents

1. Humanity in the workplace
2. De-Emphasizing authoritarian and dictatorial organizations
3. Aggressively responding to each report of a suspected or actual incident
4. Creating standards and uniformly enforcing them, despite who is the violator (avoiding the impression that power results in standing above the rules
5. Making implementing standards a high value that results in personnel action when not, and generates merits when done well
6. Not supporting scapegoating dynamics (bully mentality) – viewing multiple levels of responsibility
7. Create open relationship with consumers – create a complaint process that has teeth
8. Train frontline supervisors to manage risks
9. Develop and train ethical guidelines
10. Criminalize and make public (small and large) critical incidents
11. Review past incidents and become vigilant about learning from them to reduce future risks
12. Watch creating new rules, procedures, and policies when incidents occur – these become a burden over time
13. Listen to the least of you for they know the most about your risks
14. Empower your critical incident team by having it report to the top
15. Identify your most vulnerable populations and situations, and create rules that lower risks (No adult alone with a child – cameras – adult to child ratios) Make sure everyone complies
16. Operate your organization to protect the most vulnerable, and not responding to the most powerful
17. Most incident had prior indicators
18. Terminate people humanely