

Traumatic events at work:

Helping your colleagues and Team with the **Team Immediate Meet Tool**

The Team Immediate Meet tool (TIM) is a communication tool for use in the immediate aftermath of any events within work which cause distress.

E.g. a cardiac arrest of patient, a drug error, a difficult experience with a visitor such as deescalating aggression.

This tool draws on the approaches of PIES and Psychological First Aid, and the recommendation of watchful waiting following traumatic events.



For more information, to register to use the tool and for training and simulation materials please visit our website: <https://ics.ac.uk/thrive/clinical-incidents/tim-tool.html>

- The aim is to utilise the tool within the hour of the event- ideally immediately afterwards.
- The tool can be used 1-1 or in small groups.
- The process should take approximately two to three minutes.
- Follow the instructions on the tool (figure one)
 - Stop and assemble those involved.
 - Allocate the lead for the tool.
 - The lead thanks everyone and explains what happened in simple facts without speculation.
 - The lead offers some normalisation of feelings- that any discomfort is understandable, and encourages the group to look at the common feelings and useful actions on page two (see figure two). These are based on the principles of Psychological First Aid.
 - A list is created for anyone who wishes to be followed up- this is optional
 - Follow up includes checking in, signposting, and the opportunity for a group reflection where trained individuals are available
- The tool is designed to be used in conjunction with other elements of support (see figure three). If your organisation uses TRiM as a peer support or the ICS Peer Support model, the TIM tool can feed into this support.
- A “cold debrief” in the form of a reflective group discussion or after-action review should only be carried out by a trained professional.
- After-action reviews should follow a protocol and should focus on learning and should not involve any attribution of blame.
- Reflective Group Discussions should be led by a trained psychological professional such as a Practitioner Psychologist, and should focus on the impact on staff rather than deconstructing the event. This is therefore not a debrief process, although it is still common language to refer to it in this way.

Figure one: the team immediate meet tool

Team Immediate Meet (TIM)

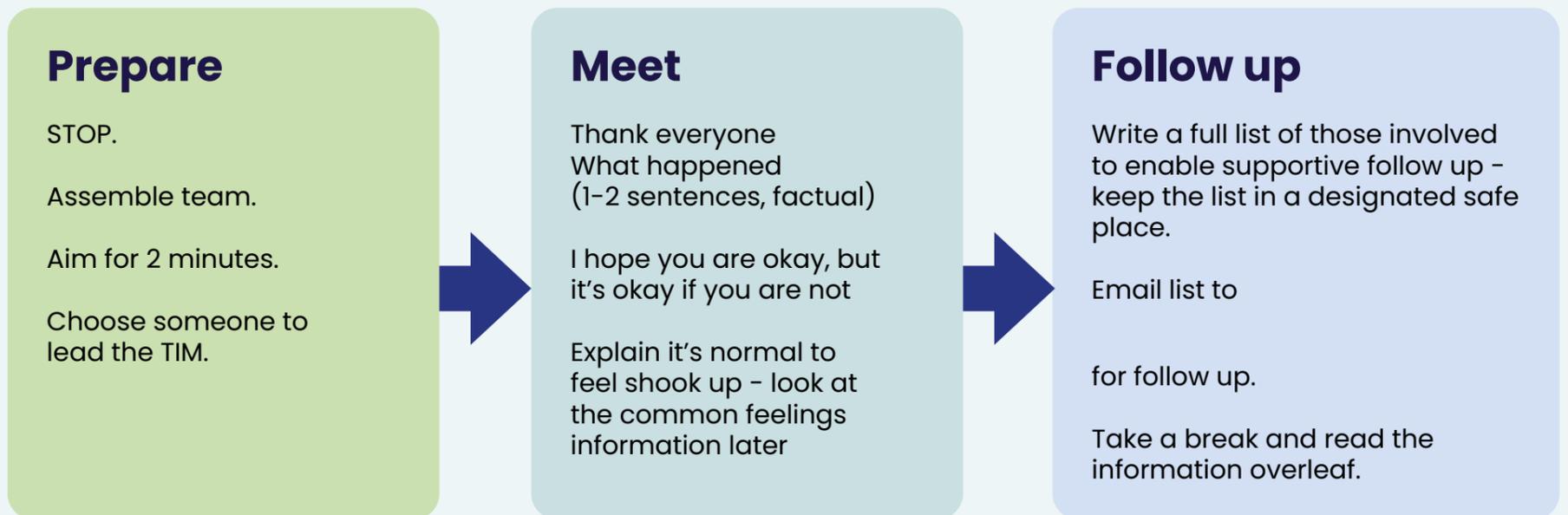


Figure two: page two, common feelings and useful actions

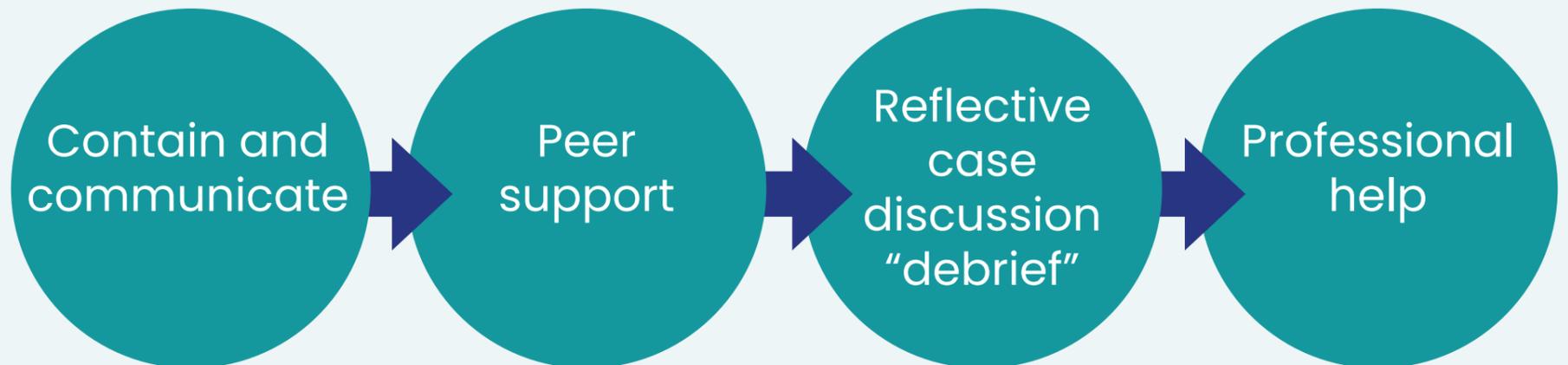
Common feelings

<p>It is very common to feel shook up and upset after some clinical events.</p>	<p>Remembering through dreams and Intrusive memories, is common for a while.</p> <p>This usually reduces over a few days or up to 4 weeks. seek help if this is not improving > 1 month.</p> <p>Contact your Psychology team sooner if you wish.</p>	<p>Balance avoidance.</p> <p>it is a balance between not thinking about it and allowing time to think and process what you have seen. If it is still distressing when talking about it after > 1 month, consider seeking help.</p>	<p>Sustained exposure to repeated intense challenges can produce more distress and fatigue than single events.</p>
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Useful actions

<p>Don't go home straight away.</p> <p>Talk to someone that you trust about your experiences today, or consider writing a reflection before going home.</p> <p>When going home, put it to bed before you go to bed.</p>	<p>Treat yourself as you would your best friend.</p> <p>Focus on doing something positive when you get home.</p> <p>Put non-essential tasks on hold, get plenty of sleep, avoid excess alcohol, take some exercise and talk to people that you trust.</p>	<p>Consider who could be affected after a traumatic event.</p> <p>Cast your net widely.</p> <p>Look out for the quieter members of your team.</p>	<p>Look after yourself.</p> <p>Lets look out for each other.</p>
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Figure three: how the TIM tool fits with the other elements of support



Original concept Dr Fiona Kelly and team, RUHBath