

Critical Care in Alberta: Local Strategies to Support Our Staff

Purpose & Background

Alberta's critical care units have taken the initiative to implement creative ideas and strategies to help support their staff and physicians' psychological well-being. The purpose of this work is to provide an inventory of those ideas and strategies offered within critical care units and share them across the provincial critical care community. **For more information and for specific contacts at the units where these concepts were initiated, please email:** criticalcare.scn@ahs.ca



Unit-specific Education & Training

Concepts

Dedicated staff time for Critical Incident Stress Management (CISM) training

Workshop on trauma informed care

Psychological Resilience Entry to Practice Awareness and Readiness Education (PREPARE) staff workshop. Includes: moral distress, burnout, integrate resilience training and mental health awareness

Ongoing conflict resolution training

Staff wellness posters

Review of mental health supports at staff meetings

Learning sessions on moral distress for physicians

Education and culture change regarding workplace violence (personal alarms, desk alarm)

Locations

- Alberta Children's Hospital PICU
- Stollery Children's Hospital PCICU
- University of Alberta Hospital GSICU

- Alberta Children's Hospital PICU

- Chinook Regional Hospital ICU,
- Sturgeon Community Hospital ICU

- Grey Nuns Hospital ICU / CCU

- Grey Nuns Hospital ICU / CCU

- Royal Alexandra Hospital ICU / CCU

- Royal Alexandra Hospital ICU / CCU

- University of Alberta Hospital GSICU



Provincial Education & Training

Concepts

AHS Psychological First Aid training

Covenant Health wellness program

AHS Prevention of Harassment & Violence and Employee Family Assistance Program (EFAP) brochures

Locations

- Chinook Regional Hospital ICU

- Grey Nuns Hospital ICU / CCU

- University of Alberta Hospital GSICU

September 2023



Teambuilding & Unit Culture

Concepts

Unit social group soccer team (physicians & staff)

“The Joy Collective” unit wellbeing committee

Running and biking together, including “bikes & brews” day visiting restaurants and breweries

Nurses’ Week prizes donated from local businesses

Outdoor break space developed

Peer recognition program (cards, nominations, pins, certificates)

Locations

- Mazankowski Heart Institute CICU
- Royal Alexandra Hospital ICU / CCU
- Royal Alexandra Hospital ICU / CCU
- Sturgeon Community Hospital ICU
- University of Alberta Hospital GSICU
- University of Alberta Hospital GSICU



Personnel Support

Concepts

Onsite psychological support (Homewood Health counsellor sessions, psychologist rounding, 1:1 staff support)

Quarterly Schwartz rounds with leadership support

Daily huddles with visible leadership

Calgary Pet Access League Society (PALS) dog visits

Spiritual care sessions available for staff

Locations

- Alberta Children’s Hospital PICU
- Chinook Regional Hospital ICU
- University of Alberta GSICU
- Alberta Children’s Hospital PICU
- Alberta Children’s Hospital PICU
- Alberta Children’s Hospital PICU
- Grey Nuns Hospital ICU / CCU



Crisis Response & Debriefing

Concepts

Debriefing session after a code

Debriefing sessions and peer support for physicians experiencing moral distress

Locations

- Chinook Regional Hospital ICU
- Sturgeon Community Hospital ICU
- Alberta Children’s Hospital PICU

Acronyms: CCU (Coronary Care Unit); GSICU (General Systems Intensive Care Unit); ICU (Intensive Care Unit); PCICU (Pediatric Cardiac Intensive Care Unit); PICU (Pediatric Intensive Care Unit)

