



Psych.E.In. MOOC 2

Unit 6

Good practice 1

Decision Making is a Process

Instructions

The following case study can be used in your classroom to practice emergency management in a complex scenario.

Instructions for the students: read the text, review the details of the case study, work in subgroups to answer the questions and prepare your management action plan for the plenary discussion.

You have 90 minutes:

- 15 minutes to read the paper.
- 10 minutes to see the video.
- 30 minutes to answer the questions individually or in subgroups.
- 35 minutes for plenary discussion.

Background Scenario Description

You are an emergency psychologist working in the Intensive Care Unit of your city's hospital. The health conditions of a patient hospitalized in the Covid-19 Intensive Care Unit suddenly deteriorate and emergency care is needed. The patient reports symptoms related to interstitial pneumonia caused by Covid-19 and presents:

- saturation below 94%
- respiratory failure
- septic shock with multiple-organ failure
- fever, cough
- myalgia (muscle pain)

Your chief requests the presence of a psychologist in the emergency team and asks for your intervention. You will be expected to support the group and help make the necessary decisions in a very tight time frame.

Objectives:

You will be asked also to support the patient's family members during critical moments and to talk to them in order to collect relevant information that will be then shared and discussed with medical staff. Decisions will concern issues such as:

- when and how to communicate news/bad news to the family,
- when and how to involve them in clinical decisions,
- whether or not to allow them to enter in the Intensive Care Unit and see the patient,
- how to organize and manage the return of personal effects to the family (this part needs great tact and sensitivity and should be carried out by specifically trained operators).

Click on the link to watch the video for further details provided by dr. Mario Tavola, ASST (Azienda Socio Sanitaria Territoriale) of Lecco, Anesthesia and intensive care Department

<https://youtu.be/x93iiJ71p28>

Methods and resources:



Your team includes two surgeons, one anesthesiologist, two nurses and two health care workers. Even though mutual aid agreements are in place, overall planning and coordination is lacking. As part of the process, you have asked all the emergency health care staff to attend a meeting in order to define a need assessment and review potential risks and resources. At that meeting, you could gather the information required, discuss options, and select a solution that is the most reasonable, workable and rapid for all the people involved.

Instructions: Review the case study and answer the questions to complete the activity. It is not important to provide all the details of the whole process. The aim of this activity is to consider how you would use the decision-making process in a crisis situation.

Time limit: 40 minutes.

Questions:

1° STEP Observe

1. Is there any missing information?

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2. How would you gather the necessary information?

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2° STEP: Orient

3. Which stakeholders do you involve in the decision-making process?

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4. What are your objectives?

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5. What are the main risks?

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6. What resources are potentially available for you to implement the solution?

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3° STEP: Decide

7. How should the decision-making process be made?

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8. What is your rationale for selecting this decision-making process?

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9. What are the key decision points? Where is more flexibility required?

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10. What factors must you consider when selecting an alternative?

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11. How would you proceed with implementing the decisions made?

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4° STEP: Act

12. Do you have a lot of time to make the decision?

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13. Who is involved and how will you communicate the chosen alternative?

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14. What kind of information would you share with your team?

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15. What would you tell the health care staff?

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16. What would you tell the family members?

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5° STEP: Observe monitoring results

17. How will you monitor and evaluate the situation? Which criteria and index would you use to evaluate?

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18. How has the situation changed as a result of the decisions made?

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19. Is it necessary to implement changes to the decisions made?

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20. What decision would you recommend concerning the background scenario?

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Source

FEMA. Decision Making and Problem Solving. IS 241, 2002. <http://training.fema.gov/EMIWeb/IS/is241.asp>