

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

EXECUTIVE SUMMARY

POINT PERSON: JULEE ENGELSMAN, HEART TRAUMA RESPONSE COORDINATOR **DATE: 4/27/12**

OSH POLICY NUMBER & TITLE: 5.024, TRAUMA RESPONSE PROGRAM

PURPOSE OF THIS POLICY:

The policy describes the purpose and procedures related to the Oregon State Hospital Trauma Response Program, i.e., Hospital Employee's Assistance Response Team (HEART).

SUBSTANTIAL CONTENT CHANGES (EXCLUDING "HOUSEKEEPING" CHANGES):

1. Reduced number of definitions
2. Re-ordered policy sections
3. Established the purpose for the HEART program, as well as the importance to help staff process traumatic experiences while providing care.
4. Maintained staff selected as trauma responders shall receive initial and ongoing training, as coordinated by the Trauma Response Coordinator, Trauma Response Steering Committee, OSH EDD, etc.
5. Stated services may be requested through the Communication Center, Superintendent or designee, clinical manager/supervisor, or the employee/volunteer.
6. Expanded from RN to manager or supervisor responsible to contact and offer support to the affected employee.
7. Removed specific response protocols and requirements for responders.

REFERENCE CHANGES (ORS, OAR, TJC, CMS, OTHER):

N/A

LOCATION OF POLICY:

Section 5, Human Resource Management