

# OREGON STATE HOSPITAL

PORTLAND – SALEM

## POLICIES AND PROCEDURES

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**SECTION 5:** Human Resource Management

**POLICY: 5.024**

**SUBJECT:** Trauma Response Program

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**POINT** JULEE ENGELSMAN

**PERSON:** HEART TRAUMA RESPONSE COORDINATOR

**APPROVED:** GREGORY P. ROBERTS  
SUPERINTENDENT

**DATE: APRIL 27, 2012**

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### **I. PURPOSE**

Describe the Oregon State Hospital (OSH) Trauma Response Program (Hospital Employee's Assistance Response Team – HEART)

### **II. POLICY**

- A. The staff and volunteers at OSH are a valued resource and are essential to its mission of delivering high quality, recovery-oriented, compassionate, cost effective, and respectful psychiatric and mental health services. It is the hospital's goal to provide the resources needed to assist critically impacted staff and volunteers in reconciling traumatic workplace experiences and restoring sovereignty over their work environment.
- B. Oregon State Hospital shall establish and maintain a Trauma Response Program, referred to as HEART, for the purpose of offering timely and compassionate support to staff and volunteers who have been involved in a critical workplace incident that results in, or has the potential to result in, physical or psychological trauma.
- C. Participation by staff is strictly voluntary. Staff selected and designated to serve as trauma responders shall receive initial and ongoing education and training pertaining to effective, evidence-based, trauma response services. Training requirements shall be established and coordinated by the Trauma Response Coordinator in collaboration with a Trauma Response Steering Committee, OSH Education Services, the Employee Assistance Program, and other contracted service providers as necessary and appropriate.

- D. Assistance and support shall be provided in a nonthreatening and confidential environment separate from any investigative process that may occur related to the traumatic incident.

### **III. DEFINITIONS**

- A. “EAP” means the Employment Assistance Program for the Department of Human Services (DHS).
- B. “Critical or Traumatic Incident” refers to a workplace event that results, or may result, in acute psychological distress to the involved staff or volunteer, including, but not limited to, incidents involving:
- a. Death or serious injury.
  - b. Suicide or serious suicide attempt.
  - c. Assault.
  - d. Sexual abuse.
- C. “Psychological Harm or Trauma” means a response to a critical workplace incident that results, or has the potential to result, in psychological distress and a decreased ability on the part of the employee or volunteer to cope effectively.

### **IV. PROCEDURES**

- A. When an OSH employee or volunteer is involved in or witnesses a critical workplace incident with the potential to result in physical or psychological harm or trauma, it shall be reported to the Unit Manager or Supervisor and to the Communication Center as soon as possible. The Communication Center shall make notifications in accordance with the Critical Incident Notification Grid.
- B. The services of a trained trauma responder may be requested through the Communication Center by the Superintendent or his/her designee, a clinical manager/supervisor, or the employee/volunteer seriously impacted by a critical workplace incident. As soon as is feasible, a trained responder shall be deployed to the scene to provide staff support, assist in restoring unit order and safety, address scheduling/staffing issues, and educate staff regarding access to the EAP.
- C. The manager or supervisor receiving information regarding a critical workplace incident involving one or more of his/her staff is responsible to make contact with the involved individuals to offer support and determine if additional resources are needed. Resource options include debriefing

and follow-up with a trained trauma responder, referral to the Employee Assistance Program, or follow-up with a personal care provider.

- D. Following a critical workplace incident, the manager or supervisor shall assess the ability of the involved staff to continue performing his/her assigned duties. Subject to minimum staffing requirements, an employee who feels he/she is unable to continue performing his/her job duties may request and be relieved of his/her duties and shall have access to use of their appropriate accrued leave. At the discretion of the Superintendent or his/her designee, an employee may be relieved from duty and replaced by another staff member when there is a question of his/her fitness for duty.
- E. Communication Center staff shall assist in accessing any necessary emergency medical services for an employee or volunteer, as outlined in Oregon State Hospital Policy and Procedure 8.002, Emergency Medical Care Provided to the Public and OSH Staff.
- F. The Trauma Response Coordinator shall compile and maintain a current list of trained responders and call roster for use by the Communication Center. Trauma responders shall most often be engaged in performing other critical work from which they shall be called away; therefore, discretion shall be used in requesting assistance for other than workplace-related incidents. The Communication Center shall be the point of contact for those seeking the services of a trained trauma responder.

## **V. REFERENCES**

Oregon State Hospital Policy and Procedure 8.002, Emergency Medical Care Provided to the Public and OSH Staff

Replaces Oregon State Hospital Policy and Procedure 5.024, *OSH Trauma Response for Staff*, dated 2/26/2012.