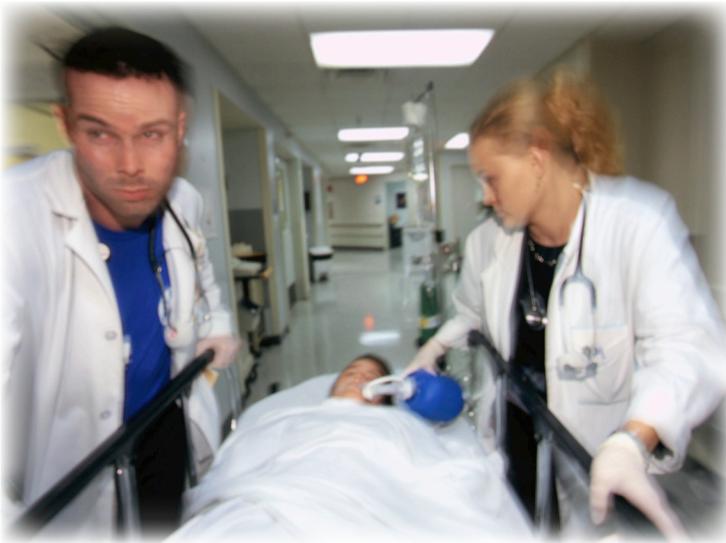




Clinical Crew Resource Management (CCRM)

In 2000, the Institute of Medicine (IOM) advised health care to adopt practices used in high-reliability industries like aviation, such as Crew Resource Management (CRM). Beginning in 2010, the VA National Center for Patient Safety (NCPS) implemented Clinical Crew Resource Management (CCRM) on nursing units in VA facilities across the country.



CCRM mainly targets nurses at the front line, but is a multidisciplinary program open to all members of the health care team. The program aims to improve teamwork, communication and decision making at the point of care. As nurses learn and adopt CCRM

behaviors, the risk of harm is reduced and the level of safety is maximized for our Veterans. CCRM uses on site interactive learning sessions followed by team practice in the management of specific clinical scenarios using a human patient simulator. The simulation scenarios serve to reinforce key concepts discussed in the learning sessions. CCRM consists of six modules:

- Defining CRM and Building a Culture of Safety
- Leadership, Teambuilding and Communication
- Situational Awareness
- Briefings, Debriefings and Checklists
- Reducing Distractions and Countering Fatigue
- Team Simulation

After the learning and simulation sessions, NCPS provides ongoing consultation in the form of monthly teleconference calls as units implement one of four CRM-based improvement projects:

- Reducing distraction during critical tasks
- Employing situational awareness strategies to support clinical decision making
- Development and implementation of unit-based clinical checklists
- Implementation of briefings and debriefings to enhance team communication

One year after the initial CCRM learning session, NCPS will return to the facility to deliver refresher training which includes didactic and simulation sessions. NCPS also provides support and consultation to assist participating units in the preparation of improvement project results for publication.

For More Information and Program Details, Contact:



clinical crew resource management
Patient Safety for Front-Line Clinicians

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