Crisis Training Institute
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Crisis Training Programs
Designed to Help Your Employees Help Themselves and Others

The Crisis Training Institute of Western Psychiatric Institute and Clinic (WPIC), part of UPMC Presbyterian Shadyside, provides a range of programs and consulting services for crisis prevention and intervention, stress management, and mental health disaster response. These services are for any group or organization that encounters crisis situations on an ongoing basis or would potentially need to respond effectively to a crisis or disaster.

Because of our unique philosophy and realistic “hands-on” approach, our programs have become the benchmark in crisis, stress, and disaster management. Training participants have praised the programs as highly valuable for addressing their needs and concerns, in addition to being enjoyable. Those who have adopted the practices and approaches we teach have noted increased confidence and effectiveness in dealing with volatile and stressful situations.

Benefits of Crisis Training
Knowing how to prevent crises and crisis-related injuries benefits both employees and employers in many ways.

• Patient or customer and staff injuries related to crisis are significantly decreased.
• Staff report increased comfort levels in handling volatile and stressful situations.
• Organizations who offer crisis training to their employees report enhanced productivity due to a safer work environment and cost savings due to a decrease in workers’ compensation claims, time off work, and health care expenses. Organizations also avoid damage to their public image, which often results from mishandled crises.

Our Programs
The Crisis Training Institute provides a range of programs and services to help professionals learn to handle themselves in potentially violent or disaster-related situations and develop skills to help minimize injury and reduce stress impact. Our professionals come to your workplace to conduct the training sessions.

Training programs can be structured and tailored to address the unique concerns of a specific group or work setting based on a “needs evaluation,” which is conducted with the employer. Upon request, we also provide environmental consultations, consultations on specific patients or customers, disaster response planning, stress management strategies, and development of crisis team building and planning procedures.

Here are brief descriptions of the programs we offer:

• Comprehensive Crisis Management (CCM) is a one-day program that teaches crisis prevention, management, and physical intervention skills.
• Comprehensive Crisis Management “Train the Trainer” is a five-day program that provides participants with the skills needed to function as CCM trainers.
• Positive Approaches in Crisis Situations is a two-day class that includes the components of CCM, in addition to training on positive behavioral support.
• Alternative Interventions is a one-day training program designed to expand participants’ understanding of the positive behavioral support model, as well as explore intervention techniques in actual practice situations.
• Crisis Assistance Team Training is a one-day class that teaches participants advanced intervention and team response skills that can be utilized by crisis intervention teams.
• Crisis Intervention Skills for First Responders is a one-day program based on the CCM model, with emphasis on first responder crisis situations.
• Comprehensive Crisis Management for Physicians is a four-hour training program that includes doctor-specific core competencies in seclusion and restraint regulations as well as physical skills training.
• Critical Incident Stress Management (CISM) courses, certified by the International Critical Incident Stress Foundation, are two-day courses that teach stress management and crisis intervention.

• Basic CISM presents the core elements of this multi-component crisis intervention model.
• Peer Support CISM teaches the dynamics of trauma as well as personal and peer support trauma management strategies.
• Advanced CISM broadens the knowledge base established in the basic course and exposes participants to strategies that can be used in complex crisis situations.
• Disaster Response Training for Mental Health Responders is a two-day training program that includes a basic course, which walks responders step by step through a disaster from declaration to response and follow-up. It also includes an advanced course designed to provide knowledge of terrorism, weapons of mass destruction, coordination with incident command, and response to special population needs.

We also offer:

• management consultations
• coordination of the Assaulted Staff Assistance Program

Experience, Education, and Expertise
Experience is a vital part of effective crisis training. Our professional team offers a combined total of more than 100 years of experience in the field of mental health and crisis management. The team’s collective background includes clinical research, management, and education as well as psychiatric nursing, emergency room, emergency medical service, disaster response, and mobile crisis experience.

Our training programs meet the strict standards of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the Occupational Safety and Health Administration (OSHA) and were developed in conjunction with the Pennsylvania Office of Mental Health.

We can provide:

• knowledge of current regulations and competencies
• continuing education credit
• web-based training
• needs analysis and consulting services

A Proven Track Record
• Our “Train the Trainer” programs have been implemented at the VA Pittsburgh Healthcare System, Mayview and Torrance Pennsylvania state hospitals, Virginia Commonwealth University Health System, and the Psychiatric Institute of Washington, D.C.
• We have received approval from the Pennsylvania Department of Health (Emergency Medical Services Office) to be the sole provider in the state of crisis management continuing education credit training to all first responders, including EMT, life flight, police, and fire personnel.
• Our basic and advanced disaster response training programs were developed in conjunction with the Pennsylvania Office of Mental Health and now are provided to mental health responders across the state.
• We have adopted the individualized, person-centered treatment model of positive behavioral support into our Comprehensive Crisis Management Program.

To Learn More
To learn more about our programs or to schedule a consultation, call 412-605-1222.