2CRisk™

Critical Incident Management

Critical Incident Management has emerged as standard practice in high risk environments. This includes all Emergency Services providers, Justice Departments, Correctional Services providers and larger organisations where employees are exposed to occupational health risks such as trauma, difficult and stressful situations and providing services and support in complex and changing environments.

Being able to identify critical incidents and allocate resources to manage individuals, either through external (Psychological/EAP) or internal (PEER) programs.

System designed to allow for easy importation of critical data from external sources.
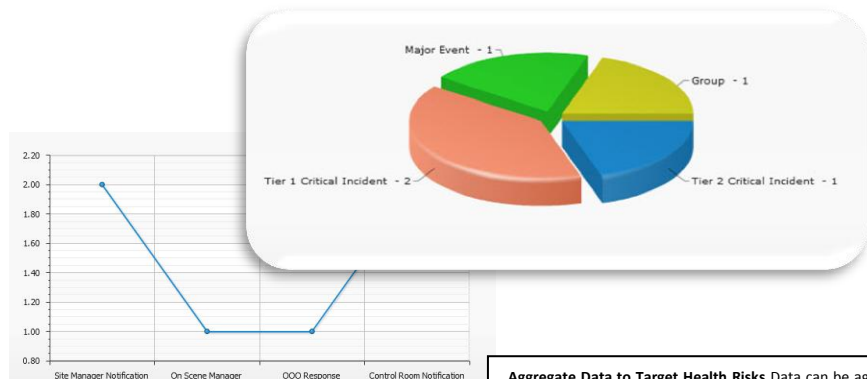
> *"The Ministers for Emergency Services, Environment and Police should ensure that their departments develop as a high priority a computer system for tracking their staff and the number of traumatic events they have attended over a particular period"*
> *WA Parliamentary Inquiry, 2012*

Organisational Benefits

- Import and analyse all critical incidents and identify people who may require PEER and/or Psychological support
- Where requested allocate people to EAP or other psychological support providers
- Case Manage to assure effective support
- Manage workload across your internal and external network
- Allocate cases to manage by provider (internal/external)
- Aggregate data to identify health risks and design proactive support programs
- Confidence that data is encrypted and access controlled to protect Privacy and Confidentiality

✓ Enhance the coordination, management and reporting functions required by Wellbeing units.

✓ Adapt the system to meet your own Critical Incident support requirements.

✓ Auto allocation of resources to respond to mass incidents or personnel involvement.

✓ Case manage to improve health with actions, reminders, emails & notifications

✓ Track and manage individuals attending critical incidents to enable proactive interventions

✓ Colour coded exception management

✓ Promotes the early detection of incident risks that can negatively impact on wellbeing

Manage Workforce Health by Exception. On the Case Managers' Dashboard, actions are flagged by due date and status. Easy to identify what individuals or parts of the workforce need following-up. Book appointments, complete actions & contact individuals. Focus on the actions that will improve health.

Track Critical Incident trends to assist in individual and cohort management as well as identifying incident and resource management trends.

Aggregate Data to Target Health Risks Data can be aggregated to identify trends. Drill down by region, division, occupation, location, resource and demographic to target risks & implement the right intervention programs to affect positive outcomes.

Linked in

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