



Critical Incident Stress Management

Overcoming Difficult Times Together

Coping with day-to-day stress is challenging enough, but that challenge is multiplied when the stress is caused by a tragic or traumatic event. High-profile events such as school violence, terrorism, natural disasters, and airplane crashes; close-to-home incidents of death, robbery, closings, and layoffs—all of these events and others can have a profound emotional impact, even on those not directly affected. If not addressed, this impact can persist, affecting people for days, weeks and even years.

Magellan is committed to helping individuals improve their well being and understands that a single event can have a lasting effect on our members. Magellan provides timely, compassionate and individualized intervention through a process called Critical Incident Stress Management (CISM). The program helps employees cope with the unique pressures of a traumatic event and to minimize the long term effect on the individual and the organization. As the industry leader in CISM, our assistance helps members when—and where—they need it most.

Best Practices Deliver the Best Solutions

Magellan's help begins with a centralized, dedicated call center team including administrative and clinical professionals specially trained in CISM. The team is available 24 hours a day, 365 days a year, and has access to a network of specially trained CISM providers nationwide.

Once a determination of need is made, Magellan sends a CISM facilitator to the employer's site within an appropriate—and agreed upon—time frame. This time frame is critical; CISM services are best utilized and most effective when provided at a time most appropriate for the impacted individuals' needs.

Integrated Interventions are Key

A broad range of CISM services are available through Magellan. These include the seven-step Critical Incident Stress Debriefing (CISD), Defusing, Crisis Management Briefings (CMB), management consultations, one-on-one services, conflict resolution and clinical follow-up. Research has found that using an integrated approach combining different CISM interventions has a greater positive effect than using just one intervention.

Support When You Need It Most

Tragedy has many faces, and each experience is unique. CISM is designed to support people through stressful events—no matter what the scope of those events might be. From the unimaginable like 9/11, to the more commonplace like organizational restructuring, CISM can help.

Our branch was just robbed. Our employees are upset.

The corporation is closing our office next year. There's a lot of anger over it.

A co-worker was killed in a car accident. Everyone here is devastated.

DRESSER-RAND®

Employee Assistance Program
1-877-704-5698