

CRISIS TRAINING INSTITUTE

Programs and consulting services in crisis prevention and intervention

About the Crisis Training Institute

The Crisis Training Institute (CTI) of UPMC Western Psychiatric Hospital provides a wide range of programs and consulting services. Our programs focus on:

- Crisis prevention, intervention, and postvention (Comprehensive Crisis Management)
- Stress management (Critical Incident Stress Management)
- Suicide intervention (Applied Suicide Intervention Skills Training)

These programs and services help individuals across any variety of disciplines perform effectively in crisis-related situations.

Crisis Training Institute Programs:

- Address the impact of traumatic stress
- Improve team effectiveness and cohesion during crisis situations
- Effectively and safely manage challenging behaviors
- Employ use of least-restrictive intervention approaches to decrease injuries and reduce the need for more restrictive measures
- Support the health and safety of both staff and individuals in crisis related situations
- Enhance education surrounding suicide intervention

Our programs are currently being used in many settings, including mental health services, schools, medical facilities, substance abuse treatment, nursing homes, group homes, security organizations, response teams, and long-term treatment facilities.

All trainings are offered by the Crisis Training Institute, part of UPMC Western Psychiatric Hospital. Trainings can be delivered at your site or hosted at our Pittsburgh location. Please contact us with any questions, needs, or pricing information.

Current Trainings

Comprehensive Crisis Management Program (CCM)

Developed by UPMC Western Psychiatric Hospital, CCM is an eight-hour program designed to give staff the knowledge, skills, and information needed to interact with someone in a crisis state. This program aids staff in both verbal and physical intervention.

The CCM consists of two components:

- The lecture and discussion component focuses on assessment, prevention, and intervention techniques and crisis management skills
- The physical demonstration and practice component teaches interventions for movement, escape, and emergency situations that are effective and safe for staff and the aggressor

This training has a Train-the-Trainee model, or CTI can provide trainers at your site.

Applied Suicide Intervention Skills Training (ASIST)

Developed by LivingWorks, ASIST is a two-day workshop designed as a complete model of suicide first-aid intervention. This model provides a structured, collaborative approach with specific phases and tasks. The workshop will enhance caregiver skills to intervene until either the immediate risk of suicide is reduced or additional resources can be located. It is an interactive, intensive, and practice-oriented course to help any person in a position of trust become more ready, willing, and able to recognize risk and then intervene to prevent the immediate risk of suicide.

Critical Incident Stress Management (CISM)

Assisting Individuals in Crisis, and Group Crisis Intervention

CISM is designed to present the core elements of a comprehensive, systematic, and multi-component crisis intervention curriculum. This three-day course, developed by the International Critical Incident Stress Foundation, prepares participants to understand a wide range of crisis intervention services, including group and individual crisis intervention techniques. After this course, participants will be able to identify stress, mitigate its reactions, and aid individuals in starting the process of recovery.

For more information about us or any of our training programs, visit UPMC.com/CrisisTraining, call 412-328-6376, or email us at crisistraining@upmc.edu.