



## Crew Resource Management: a Dutch example of building health care teams focusing on effective communication and leadership

Gelre ziekenhuizen  
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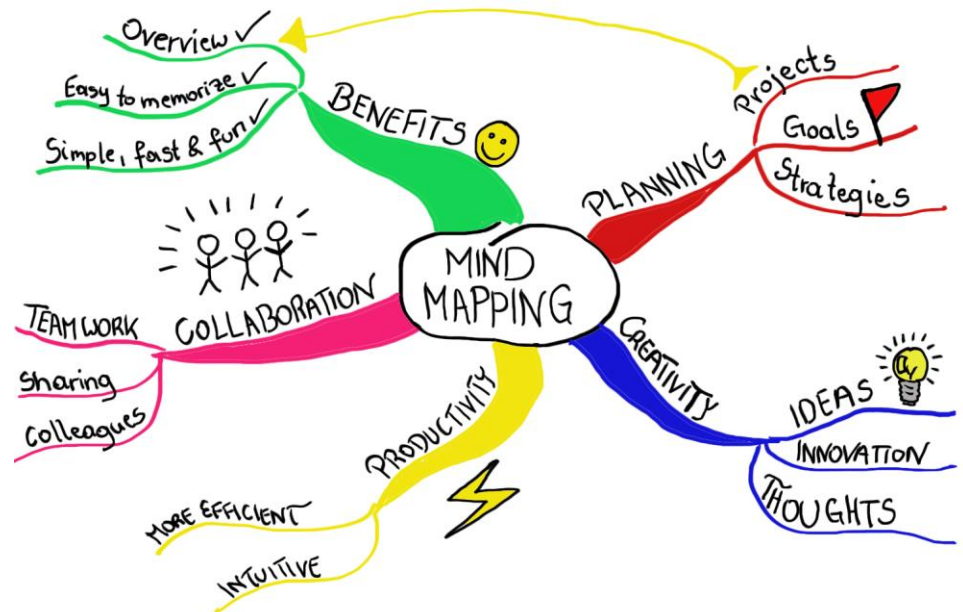
## Content summary

- Learning
- What is Crew Resource Management
- How do we train CRM





# How do we learn?







## Crew Resource Management: learning in and with a team





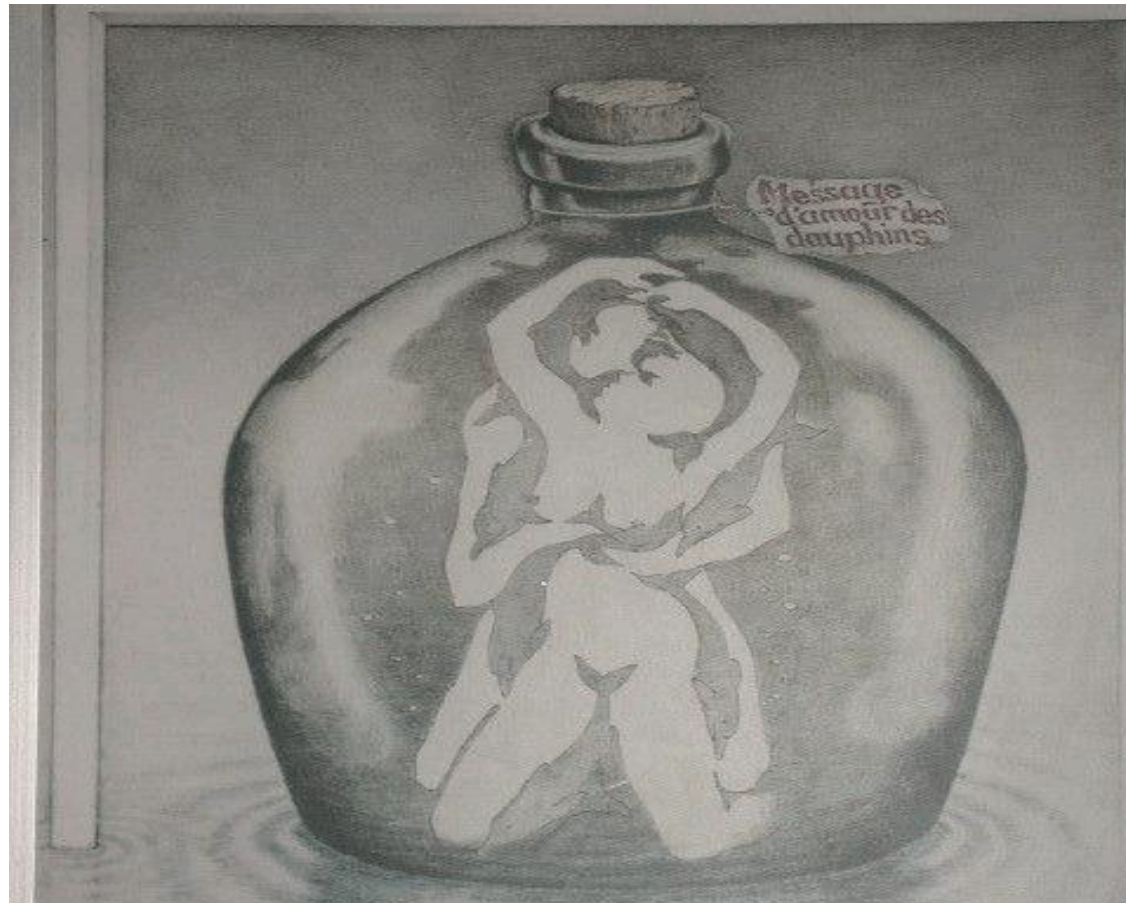


What:  
Crew Resource Management  
*or: Medical TeamWork*

- Communication
- Stress regulation
- Situational awareness
- Leadership







Research proves that:

- Children up to 9 years old only recognize the dolphins,
- Only adults see the intimate aspect and they don't recognize the dolphins,
- Some of them don't even recognize the dolphins within 6 seconds after reading this

How:

- Filmpje voor en na





## Conditions for learning in a team

- Safe and open ambiance
- Video reflection
- Scenario's from daily practice
- Debriefing: appreciative perspective





