



Bundesamt  
für Bevölkerungsschutz  
und Katastrophenhilfe



# National Quality Standards and Guidelines for Psychosocial Crisis Management in Germany

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# Quality Control of Psychosocial Crisis Management in Germany

## Starting Point

- **Psychosocial crisis management (PSNV)** in Germany is meanwhile institutionalised at an almost **nationwide level** and has stood the test.
- Many **PSNV-providers** have developed and tested **their own concepts of quality management** (quality standards within the organisation)
  - Result: **Great variety of** concepts with different standards as to quantity and quality
- **Requirements** from civil protection organisations and some inner ministeries of the Laender:
  - **Orientation** within the heterogeneous PSNV-context
  - Development of and agreement on **national PSNV-standards**
  - **Scientific validation of the PSNV-concepts**





# Quality Control of Psychosocial Crisis Management in Germany

## Targets of the consensus-conference 2008

- **Agreement** on guidelines and standards
- Inclusion of the PSNV into the **structures of threat prevention**

## Binding character of the guidelines and standards

- **Voluntary commitment** of the participating partners
- **No legal commitment** as to the results
- Aim: Systematically set up **orientation assistance**





## Participating Partners

- **Inner ministries/senates of the Laender**
- **Authorities and organisations responsible for threat prevention (without police):**  
**Relief organisations** (ASB, DRK, JUH, MHD), fire brigades (AGBF and DFV), Federal Agency for Technical Relief (THW)
- **Authorities and organisations from police threat prevention:**  
Federal Criminal Police Office (BKA) and Federal Police (BPol)
- **Military threat prevention:** Army psychiatry and troop psychology
- **Associations and trade associations:** Federal consortium PSUE, German speaking association for psycho-traumatology e.V. (DeGPT), German association for disaster medicine e.V. (DGKM), German association for post-traumatic stress coping measures e.V. (DG PTSB) Federal association of doctors from the public health service e.V. (BVÖGD), Federal association of stress coping measures after serious incidents e.V. (SbE)
- **Professional association:** Professional association of German psychologists e.V. (BDP)
- **Chambers:** German medical association (BÄK), Federal psychotherapy chamber (BPtK)
- **Sponsors:** German legal accident insurance (DGUV)
- **Churches:** Conference Protestant spiritual guidance in emergency cases and conference of members assigned by the diocese to the Catholic spiritual guidance in emergency cases in Germany
- **Universities:** Berlin, Bremen, Freiburg, Magdeburg-Stendal (FH), Munich





# Execution of the Work and Coordination Process for the Consensus-Conference 2008





- 1 Information management:** Terminology, data acquisition, documentation and evaluation
- 2 Structural guidelines and networks:** Central offices of the Laender, promotion of institutional communication and cooperation
- 3 Psychosocial crisis management:** Inclusion into management and organisation structures, PSNV-management
- 4 Education and further training:** Minimum quality standards
- 5 Interfaces and responsibilities**
- 6 PSNV in daily missions**





## Modified delphi-procedure:

- Dispatch of recommendation models to all participating partners who are asked for their feedback
- Possibility of feedback by means of a form (s. ex.)
- Return of feedback to BBK
- Evaluation of feedback
- Discussion of results in the framework of a personal meeting

### Empfehlung 3.1.1 Abstimmung der Einbindung der Psychosozialen Notfallversorgung mit bereits bestehenden Strukturen der Gefahrenabwehr

Begründung der Empfehlung: Bei der Einbindung der PSNV in die Führungs- und Organisationsstruktur von besonderen Gefahren- bzw. Großschadenslagen gilt es eine enge Verzahnung mit den bereits bestehenden Strukturen der Gefahrenabwehr herzustellen. Eine solche Integration in das bereits bestehende Hilfeleistungssystem vermindert Reibungsverluste und erhöht die Akzeptanz der PSNV, vereinfacht die Zusammenarbeit und schont die in besonderen Gefahren- bzw. Großschadenslagen zunächst knappen personalen Ressourcen. In diesem Sinne ist die konsequente Einbindung der PSNV durch die Einrichtung eines Einsatzabschnittes (vgl. 3.1.2) sowie durch die Vorbereitung, Bereitstellung und den Einsatz von PSNV-Führungskräften (vgl. 3.2) anzustreben. Ein eigenes Sachgebiet PSNV innerhalb des Führungs- bzw. Krisenstabes (S7) wird im Sinne eines schlanken und arbeitsökonomisch angemessenen Stabes für nicht unbedingt erforderlich angesehen.

Einbezogene Quellen: Beerlage et al. 2006a; Helmerichs 2005 und 2007

#### Ihre Stellungnahme

*(bitte geben Sie an, inwiefern Sie dieser Empfehlung zustimmen können oder ob diese modifiziert werden sollte)*

**uneingeschränkte Zustimmung**

**Zustimmung mit erweiterndem Kommentar**

Hier ist Platz für Ihre Anmerkungen

**Modifizierungsbedarf / Ablehnung**

Bitte begründen Sie Ihre Antwort:





- **Recommendations of the University of Magdeburg Stendal (FH), FB health and social matters** on the basis of the research project “Psychosocial Crisis Management– Network” (2004 and 2006)
- **Conference documentation workshop-conference** about (minimum) quality standards Magdeburg (2005)
- **Statements about the project “Network”**
- **Publications BBK/BMI on the basis of the project “Network”**  
3rd threat report (03/2006) & BMI guideline disaster medicine, new edition 2006
- **Dictionary of SKK** (05/2006)
- **Report AK II and V of 15/09/2004: AK V Notice of 19/10/2004**
- **Recommendations of the Ludwig - Maximilians- University Munich, LS for clinical psychology and psychotherapy**, concerning prevention measures in the context of missions (2006)
- **Results BBK and cities as venues of the matches: different concepts World Championship 2006**
- **National and international guidelines:** e.g. AWMF-guideline (2008), Guidelines of the IASC (2007) and the NATO (2008) etc.







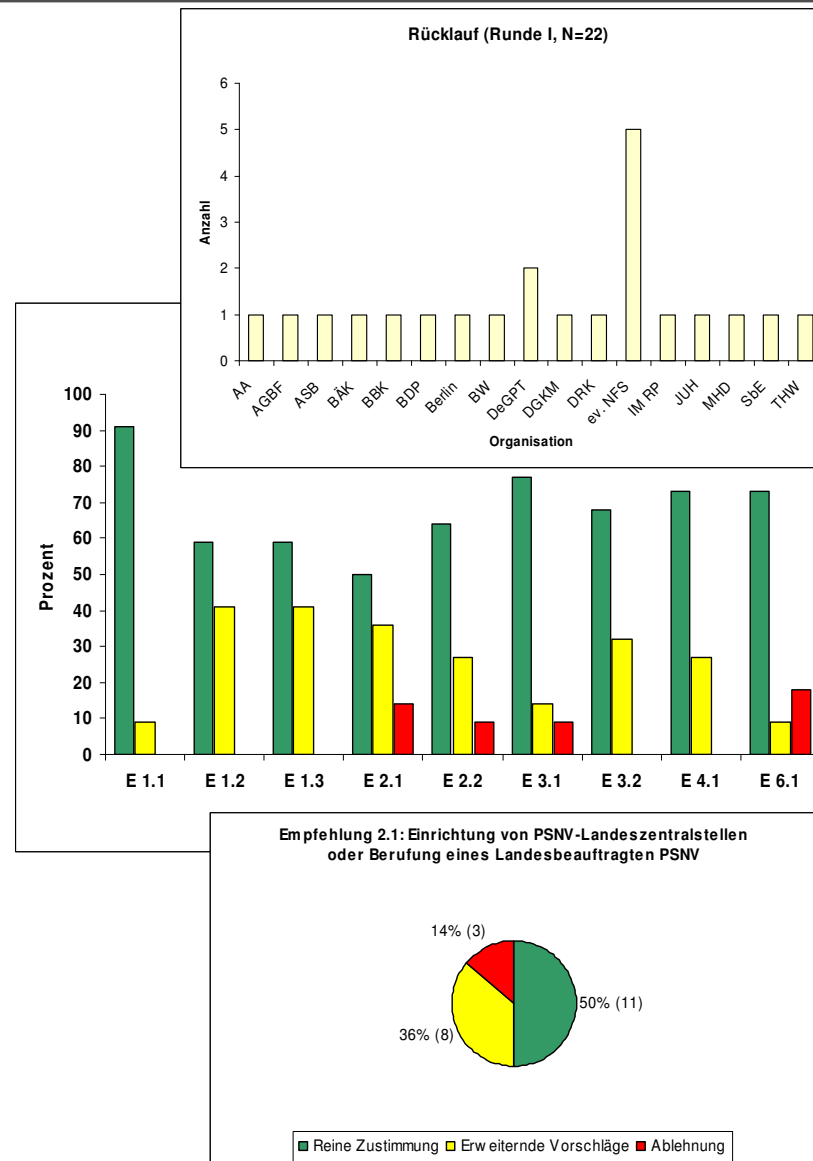
# Results of the Tuning Process

## Participation:

- 76 statements about 36 recommendations from 25 organisations
- In total: 85 persons from 36 organisations  
(Number also contains representatives from the research projects, further universities and the protection commission as well as BBK employees who are not directly involved)

## Preparation of the results:

- Quantitative evaluation**
- Qualitative evaluation:**
  - Systematisation of the feedback according to contents
  - Definition of consensus, consensus with reservation and dissent (ABC-modell)





## System of the Results

### A Consensus

→ Recommendations all  
participating partners  
agreed to

### B Consensus with reservation

→ Recommendations  
most participating  
partners agreed to

### C Dissent

→ Recommendations  
which resulted in  
contrary positions

Consensual results  
Guidelines

Results to be discussed

Open questions, need for action and  
suggestions concerning further procedure





# Results of the Consensus-Conference 2008





- 1 Information management: Terminology**, data acquisition, documentation and evaluation
- 2 Structural guidelines and networks: Central offices of the Laender**, promotion of institutional communication and cooperation
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## Consensual Results: Definition of Terms

### Definition of the term “psychosocial crisis management”

*“The term psychosocial crisis management (PSNV) includes **the overall structure and the prevention measures** as well as the short-, middle- and long-term supply in the context of serious emergencies and missions.*”

The overall **targets** of the PSNV are

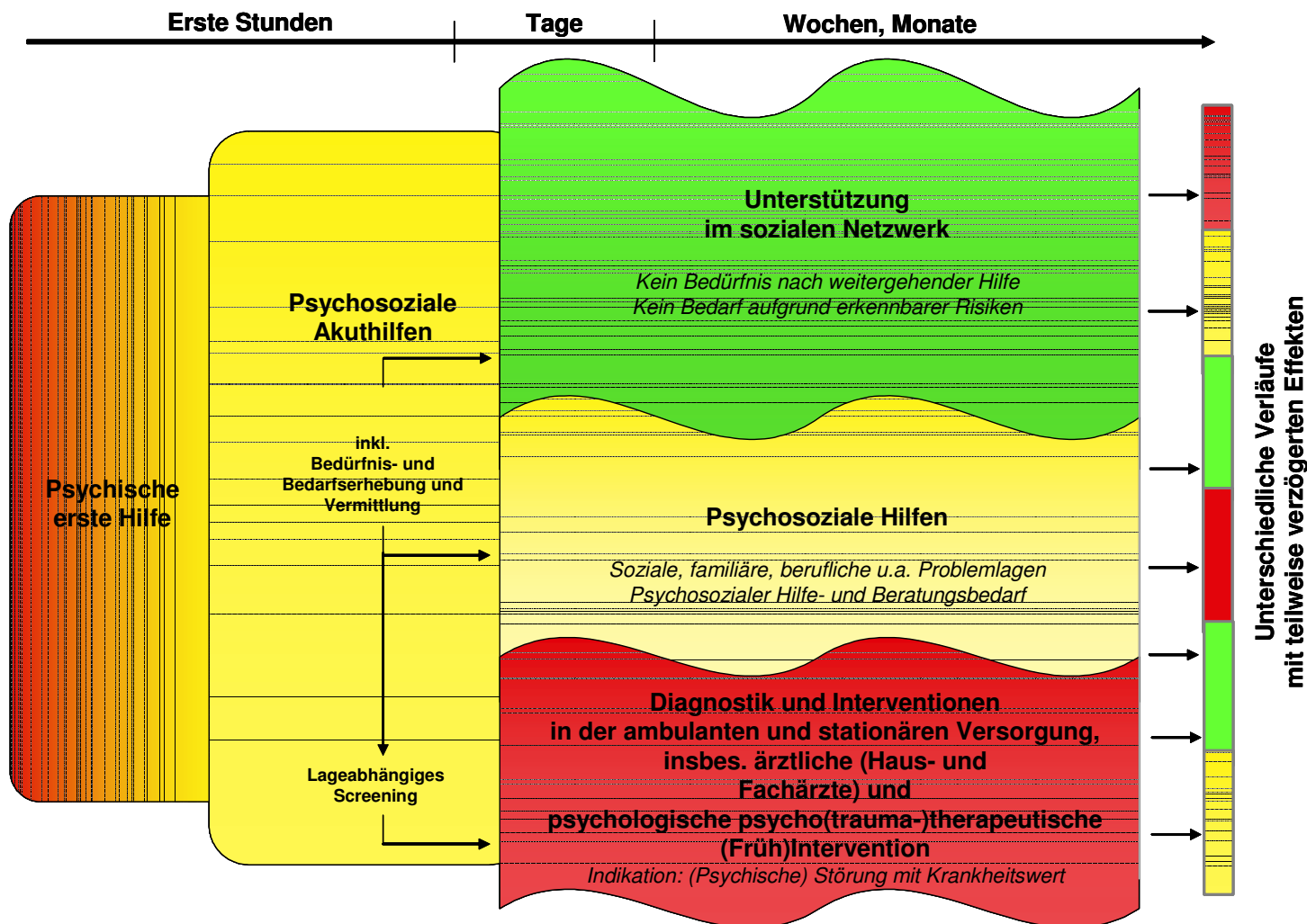
- *Prevention measures concerning the psychosocial impact of taxing situations*
- *Early recognition of the psychosocial impact of taxing situations after serious emergency cases and missions.*
- *Provision of adequate support and assistance to affected people and groups in order to help them to handle the experience as well as the appropriate treatment of the after-effect of traumas and – relating to helpers and their missions – the after-effect of psychic distress.”*





# Consensual Results: PSNV-Measures

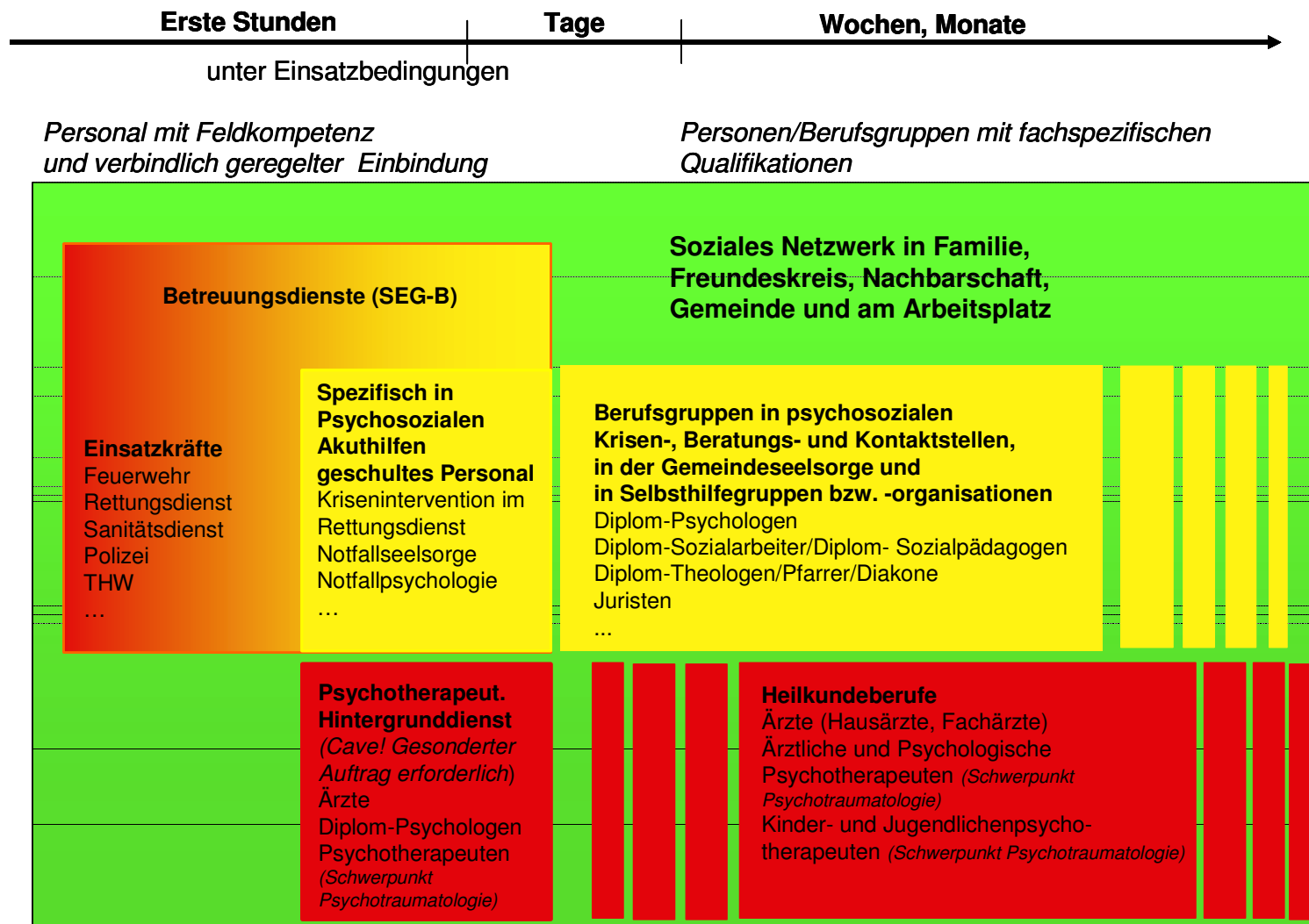
PSNV-measures for survivors, relatives, bereaved persons, witnesses and/or missed persons



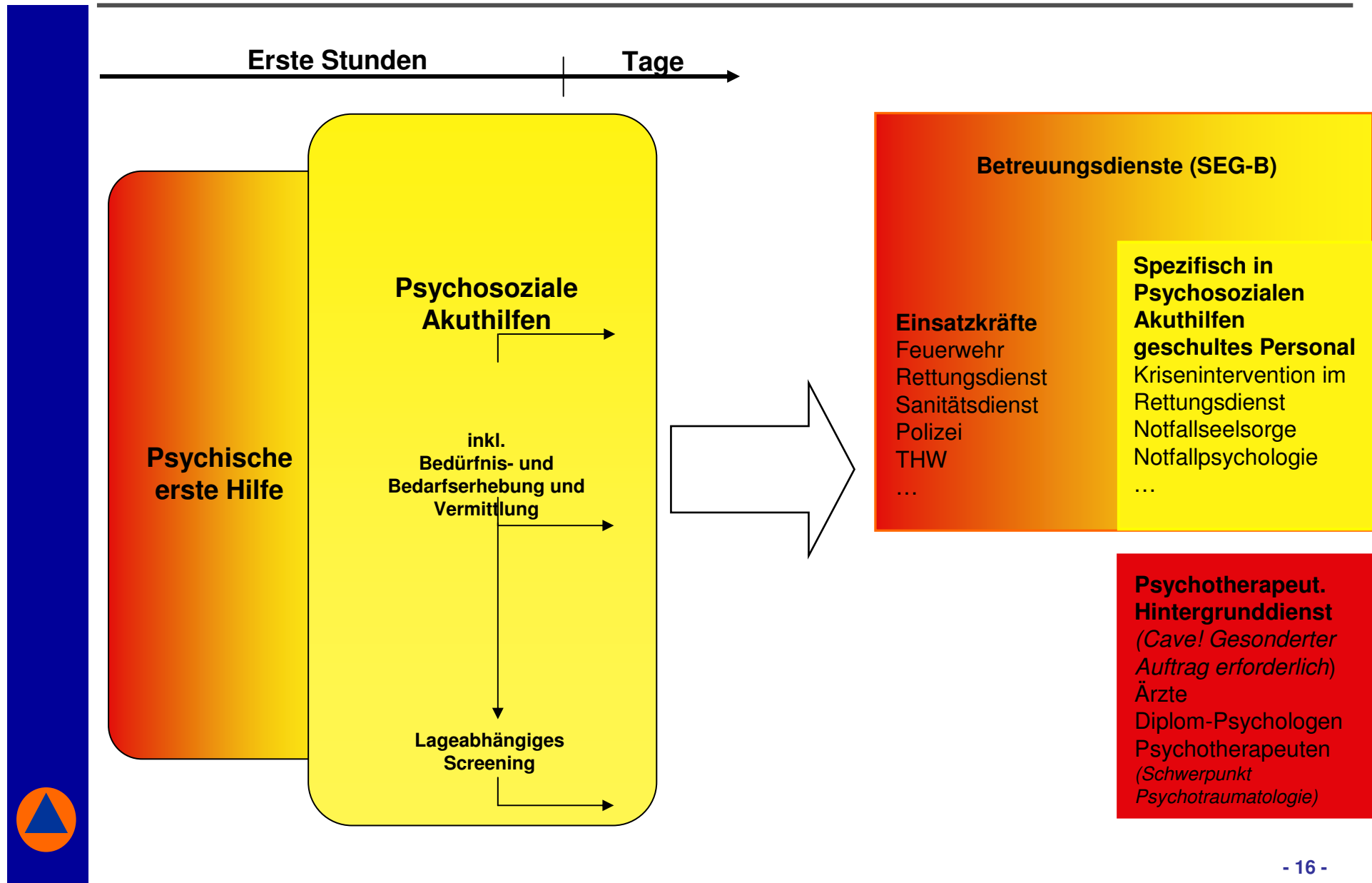


# Consensual Results: PSNV-Providers

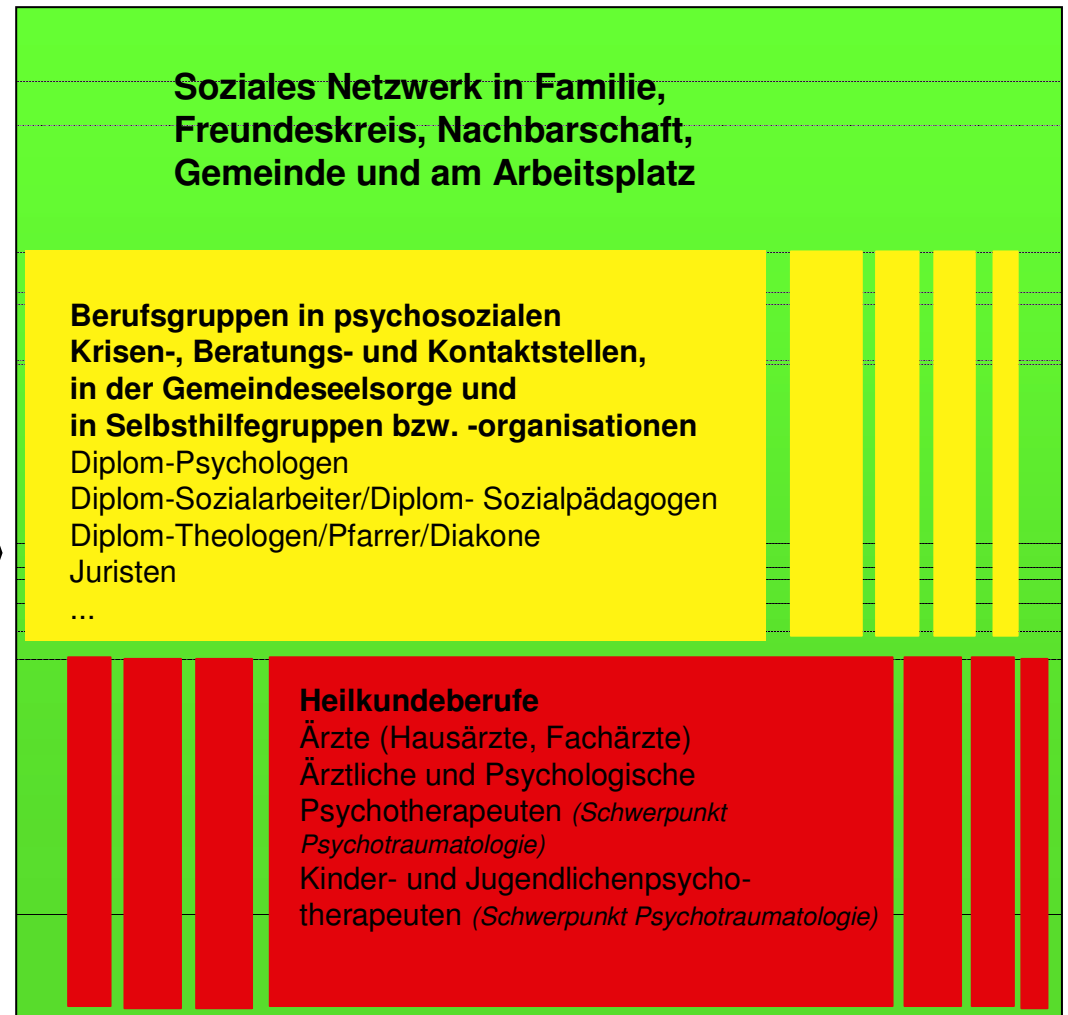
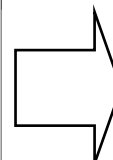
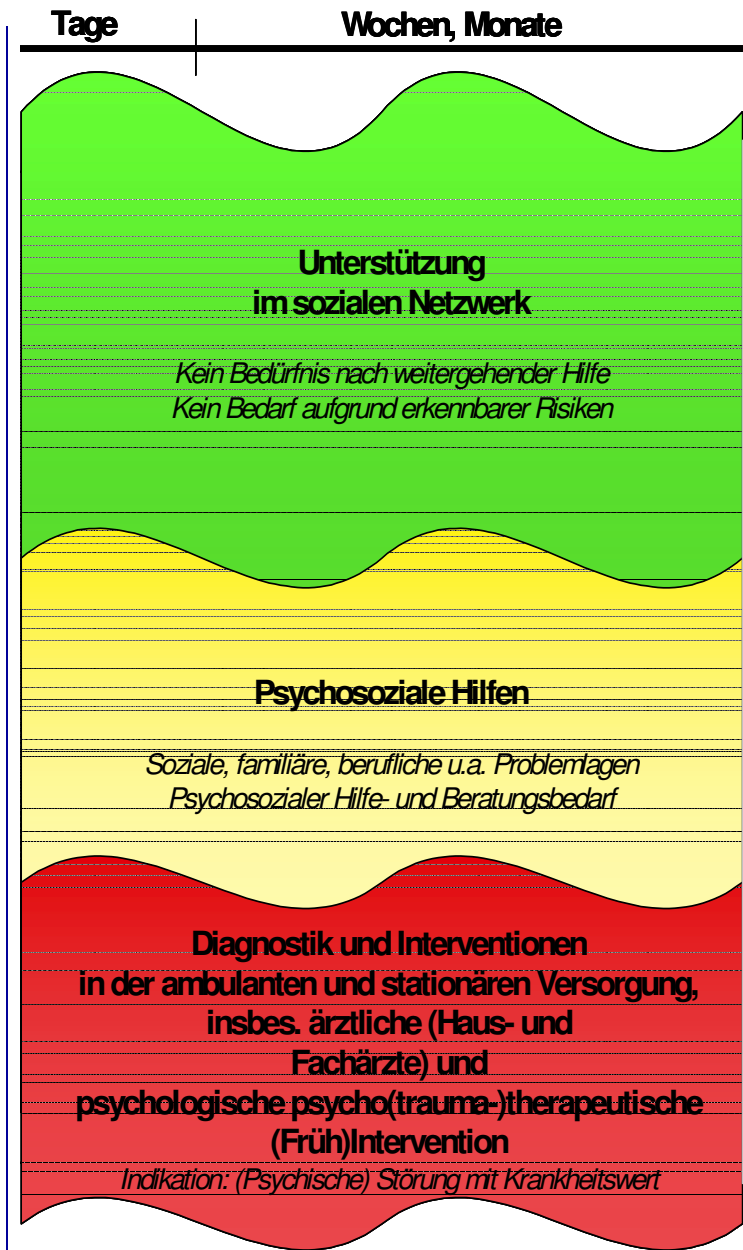
Providers of PSNV-measures for survivors, relatives, bereaved persons, witnesses and/or missed persons



# Consensual Results: PSNV-Measures





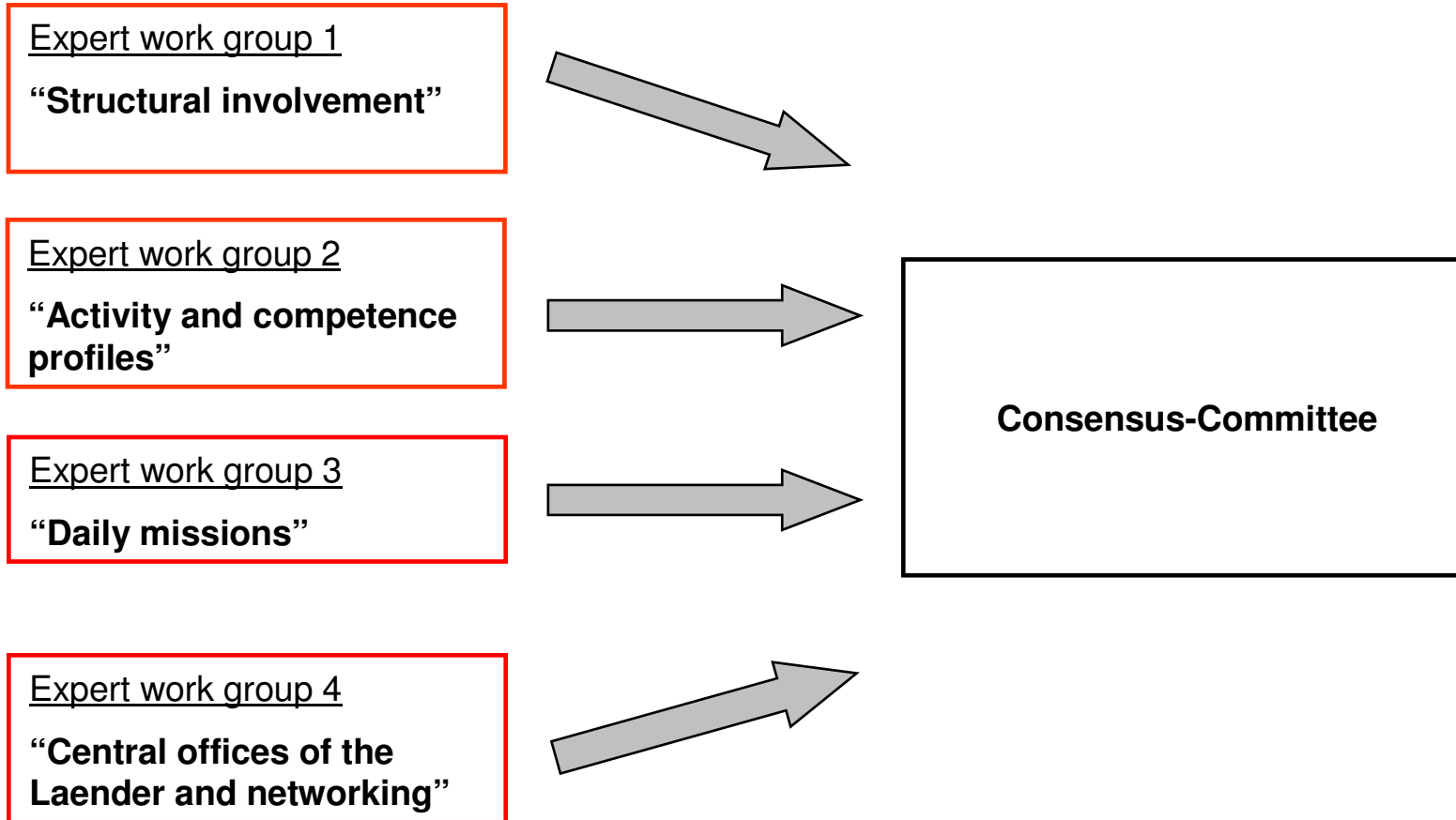


# Consensus-Process 2009/2010





# Consensus-Process 2009/2010: Procedure



## Superordinate targets: Continuation of the quality management process

- Further development of the guidelines and quality standards concerning PSNV in the context of threat prevention in Germany
- Continuation of the joint cooperative work within the network , together with all participating partners

## Concrete targets: Joint development of results

- For identified action demand and open questions (consensus-conference 2008)
- Definition of further activity areas and development of suggestions for further course of action with reference to the consensus-conference 2010





## Contact Persons at BBK

**Contact persons for the consensus-process 2007-2010 at the BBK:**

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