



DISASTER PREPAREDNESS AND MANAGEMENT

OPERATIONAL INSTRUCTION

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Subject: REPORTING, DEBRIEFING AND POST INCIDENT ANALYSIS

Introduction

The Department of Health (DOH) has an obligation within Westplan Health to ensure that an efficient health response can be activated to meet health disaster and emergency management requirements.

Aim

The aim of this instruction is to provide guidelines regarding the conduct of reporting, debriefing and post incident analysis, as the result of an impending or confirmed major emergency or disaster.

Procedures

Incident Reporting

- An Operations Log is to commence immediately notification of a major emergency or disaster has been received.
- The next higher headquarters is to be notified as soon as possible.

A. The Incident Review

- This is the lowest level of incident review and the most common undertaken. The basic identifiers are:
 - the operation requires (only) a single service response;
 - the operation involves one group or unit/brigade;
 - there are no deaths/injuries/near misses;
 - any incurred loss is of a low dollar value.

Debriefs are to occur after every incident. They may be verbal in nature and can be carried out either in a formal setting or informally as a discussion; for example, on route back from an incident or upon return to the unit headquarters. While facilitation is not required, if possible, the line manager / team leader should be present.

If follow up action is considered necessary, recommended actions should be noted in incident report forms. The reporting process for debriefs is attached as Appendix 1, and an Incident

Report Form is attached as Appendix 2. Following completion, the form should be lodged with the line manager for information, consideration and action.

In summary, the general sequence of events for completing a debrief is:

- debrief, following departure from the incident, those attending to discuss relevant information;
- complete post operation report / incident report;
- if follow up action is considered necessary, include recommendations with the post operation report ;
- lodge the report form with the line manager; and
- once the line manager signs off the report, forward to the appropriate Regional Director, CEO or General Manager and the Director, Disaster Preparedness and Management.

B. Post Incident Analysis (PIA)

Incidents requiring PIA are classed as significant. They tend to be larger and more complex than those only requiring debrief. The key identifiers are:

- the operation involved a multiple service response;
- multiple casualties;
- any incurred loss is of a significant dollar value;
- significant infrastructure damage (eg. water, electricity, transport etc);
- significant social disruption (including any dislocation);
- a coronial inquiry will occur.

PIA entails formal review and documentation of the total operation activated to manage an emergency incident.

Purpose

The purpose of a PIA is to determine:

- ***What happened.*** Incident background, response factors (e.g. communication, equipment, containment), and any other aspects considered relevant.
- ***Outcomes.*** Both expected and unexpected.
- ***Lessons Learned.*** Strengths and weaknesses, and areas requiring attention.
- ***How the DOH Performed.*** Evaluation of operational effectiveness.
- ***Recommended Actions.*** Proposed actions for improving service delivery.

Any analysis must always ask – what, where, when, why, how and who. The reasons are that;

- people see things differently;
- staff directly involved in the incident can usually identify problems best;
- the benefit of hindsight may have led to different response decisions;
- a statement of a positive outcome will generally NOT require follow-up actions.
- a statement of a negative outcome will ALWAYS require follow-up.

Many negative outcomes that, through their detection, prompt improved or additional action, can come to be regarded as positive (practical and constructive).

PIA Process and Schedule

A PIA will require a written report, using the following process:

- P** Collect all the **paperwork**
- I** Conduct an **information** session which leads to
- A Analysis** of the operation

The following PIA schedule should be followed as an indicative guide. However, note that if the six week deadline for completing the report is not met, an explanation is to be forwarded at this time to the appropriate Regional Director, CEO or General Manager and Director, Disaster Preparedness and Management.

PIA Schedule

TIME AFTER INCIDENT	ACTIVITY
7 days	Manager advises all involved in the incident that a PIA will be conducted.
2 weeks	PIA information gathering session(s) with all key personnel who attended or were otherwise involved, including external agencies. Arrangements to be organised by Manager, or nominee.
3 weeks	Preliminary report from PIA session to be produced.
3 to 5 weeks	Preliminary report to be circulated for comment to: <ul style="list-style-type: none">• DOH key functional staff who had a significant impact at the incident;• person in charge of any external agency who attended the incident;
5 to 6 weeks	Draft report produced which includes evaluation and recommendations. Report forwarded to the Regional Director, CEO or General Manager and Director, Disaster Preparedness and Management for comment and endorsement of recommendations.

Monitoring and Review

The Executive Officer, Disaster Preparedness and Management is responsible for the monitoring and review of this document on an annual basis.

Reporting Process for Debriefs (Where follow up action is considered necessary)

1. Incident Overview

Briefly record:

- what happened, where, when, and who was involved
- any other important issues such as risks to life and property



2. Sequence of events

Provide (in brief point form) a list of key events, eg. response details and arrival actions



3. Operational Effectiveness

What went well and what needs improvement? - record any initial evidence and viewpoints on operational effectiveness



4. Recommendations for follow up action

Complete and list key recommended actions for improving this type of operation



Department of Health
Government of Western Australia

INCIDENT REPORT FORM

Incident:

Date:

Contact/Reporting officer:

Complete relevant sections if applicable

1. Incident Overview

2. Sequence of events

3. Operational Effectiveness

4. Recommendations for follow up action

Forward to your unit manager for information, consideration and action