

Guide for Conducting an After-Incident Review

An After-Incident Review is a strategy and exercise after an event to ascertain vital details such as what went well, and areas for improvement. These are learning-focused discussions that are designed to help the school team and leaders. This exercise allows the school to identify any gaps in the response plan, learn from mistakes or oversights, and be better prepared with a concrete plan for improving the response for the next actual emergency. Taking time to reflect and analyze will leave the school with improved strategies and additional resources if necessary.

Facilitation is recommended for the After-Incident Review meeting. If possible, a neutral party helps focus the discussion. This person asks questions and can often lead the discussion in a way that it remains nonjudgmental. The school should identify those staff who are trained or have skills in facilitating this type of meeting.

It is important to set expectations for those participating in the after-incident review including mutual respect for thoughts, feelings and opinions which will be shared during the review.

Setting up an After-Incident Review

Ideally this should occur within 24 to 72 hours following the incident.

Identify staff who were involved in the naloxone emergency response and encourage them to attend the review. If some staff cannot attend the review determine if will they be able to provide their feedback through another means.

Identify who will facilitate the review, and how the review process will be documented and if needed how changes will be brought forward.

After-Incident Review Process

Post-incident recap: In this type of emergency, what was expected?

In this phase, discuss what was expected to happen. This might include reviewing the current emergency response policy, procedure and in place and the roles of those who should be responding.

Incident review: What actually occurred?

The second phase is to go through what actually happened. Participants identify who they are and are invited to share what happened from their perspective from the beginning. Each person can share the details as they choose without probing or pressing for details. Make sure everyone in the meeting has an opportunity to share their experience.

- Introduce yourself
- Your role in the emergency response
- How did you first become aware of the emergency?
- What happened at the scene of the emergency?

Incident analysis: –What went well, and why?

The third phase is to identify the good elements of your response. Was there one responder who went above and beyond? Was there any one thing that was particularly helpful or went well? Did the training

provided prepare staff to respond? Find the things that went well so that you can replicate or expand that response for the future.

Potential improvements: What can be improved, and how?

The fourth phase is to go through the elements that did not meet expectations or go as planned. These may be breakdowns in communications or even problems in the response procedure itself. Be sure to discuss these areas for improvement without assigning blame or attacking any of the people who responded to the event. With this after-incident review, you will be helping to improve the emergency response procedure.

- Given the information and knowledge you had at the time, what would have helped you to feel more prepared in the event of another emergency like this?
- Given the information and the knowledge we have now, what can we do differently in similar situations in the future to ensure a successful response to an opioid overdose incident?
- Where can we improve as a team in emergency events?

Ending an After-Incident Review Meeting

Thank everyone for their time and participation in this process. Provide closure by asking if there is anything else participants would like to talk about or ask before the meeting ends.

- Summarize what went well during the incident.
- Develop a plan for next steps if additional training and adaptations to the current procedure are identified and needed. *If no one follows up on the recommendations, then time spent on the process is wasted. Create a system to ensure that ideas gathered during this meeting are incorporated into the procedure and training activities.*
- Provide resources if additional support is needed to process the event and any trauma it may have caused.

Sharing the After-Incident Review Results

The greatest benefit of an After-Incident Review comes from applying the lessons learned to future emergency responses. Some steps a team leader or facilitator can take to increase the likelihood of having an impact on future incidents include:

- Provide a clear summary of concrete and actionable recommendations that will improve the process.
- Identify tasks and topics requiring leadership attention.
- Share the After-Incident Review notes with appropriate district leadership.

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