Dialysis Facilities: The Basics of Preparing an After-Action Report for an Incident or Disaster

July 16, 2020
Agenda

• What is this call about?
• Today’s speaker
  ▪ Hunter Zager, MPH
    Preparedness Coordinator, Tampa Bay Health and Medical Preparedness Coalition
• Topic
  ▪ Dialysis Facilities: The Basics of Preparing an After-Action Report (AAR) for an Incident or Disaster
• Questions and answers (Q&As) from chat and Q&A panels
Hunter Zager, MPH
Preparedness Coordinator, Tampa Bay Health and Medical Preparedness Coalition
Welcome!

- Thank you for joining me today!
- Our goals:
  - Understand why you write an AAR & where it fits in the AAR process.
  - Understand the key components of an AAR/Improvement Plan (IP).
    - Objectives
    - Strengths
    - Areas for Improvement
    - Root Cause Analysis
    - Corrective Actions
  - Be confident that you can write a useful AAR for your organization.
Our mission is to build collaboration, preparedness, and resilience in the health and medical community of the greater Tampa Bay Region.
Health Care Coalitions

- Health care coalitions (HCCs) are groups of individual healthcare and response organizations – such as hospitals, EMS providers, emergency management organizations, public health agencies, and more – working in a defined geographic location that play a critical role in developing healthcare system preparedness and response capabilities.

- Find Your Health Care Coalition:

[https://www.phe.gov/Preparedness/planning/hpp/Pages/find-hc-coalition.aspx](https://www.phe.gov/Preparedness/planning/hpp/Pages/find-hc-coalition.aspx)

Who Is This Webinar For?

- Any dialysis facility that wants/needs to write an AAR.
- Those who are intimidated by AARs.
  - Because they do not have to be complicated!
- If you already have an AAR process in place and are comfortable with it, stick with it! No need to reinvent the wheel, folks.
Why Write an AAR?

- Because it is a funding, accreditation, and licensing requirement.
- To capture lessons learned during an exercise or event.
- To continually improve your organization’s preparedness & response efforts.

Photos: Hunter Zager

Hurricane Hermine, 2016  Photos: Hunter Zager  Hurricane Michael, 2018
Before the AAR: AAR Process

- Designate someone to lead this process.
- Develop an incident timeline.
- Collect data and feedback.
  - Surveys & forms (like ICS-214)
  - Staff & leadership meetings
  - Include staff, leadership, clients/patients, partner agencies.
- Organize all the information.
- Then you start writing ...

Questions to Ask Before You Write ...

- What was supposed to happen?
- What actually happened?
- What went well (strength)?
- What can be improved (area for improvement)?
- What was the root cause?
A root cause is the source of or underlying reason behind an identified issue.

By conducting a root cause analysis, you are attempting to trace the origin of each event/issue back to earlier events and their respective causes.

Often used in patient safety studies or quality improvement processes
Simplified AAR/IP Template
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SIMPLIFIED AAR TEMPLATE FOR AN EVENT

This After Action Report and Improvement Plan template provides a simple structure for your healthcare organization's After Action Report for a real-world incident or event. It includes templates for the After Action Report, attached Improvement Plan, along with an instruction sheet to get you started.

CLICK HERE TO DOWNLOAD FILE
**Simplified After Action Report & Improvement Plan Instructions**

Here are some tips to help you use this template to create an After Action Report for a real-world incident or event.

1. **Choose the Right Mission Areas** – The 5 mission areas are Prevention, Protection, Mitigation, Response and Recovery. For an event-related AAR, you will likely only cover Response and perhaps Recovery. Check [this FEMA site](https://www.fema.gov) for more details on what each mission area entails.

2. **Use Strong Objectives** – For an event-related AAR, you should include the objectives developed during the response process. If you created objectives as part of your incident command (ICS) process (in incident action plans (IAPs) or similar documents), evaluate your response based on how well you achieved them. If you did not write formal objectives, we suggest breaking your AAR into topic areas to categorize your strengths and weaknesses – i.e. Communications, Incident Command, Medical Surge Operations, Infection Control & Isolation, Supply Management, etc.
   a. Here are some sample objectives:
      - Implement staff screening process for COVID-19 symptoms.
      - Develop PPE decontamination procedures for N-95 masks.
      - Set up outside triage area for patients with COVID-like symptoms.
      - Conduct staff call-downs by (insert timeframe) for (insert purpose).

3. **Write an Executive Summary** that touches on all the important points of your response, including highlighting major strengths and significant areas for improvement. This portion of your AAR can be used as a stand-alone document and maybe useful for sharing your experiences or briefing leadership.
Other Resources

- ASPR TRACIE—https://asprtracie.hhs.gov/technical-resources
  - Search for AARs
Thank you!

Hunter Zager, MPH
Preparedness Coordinator, TBHMP
Hunter.Zager@TampaBayHMPC.org
727.580.2431

www.tampabayhmpec.org
Let Us Hear From You

• Q&As from chat and Q&A panels
Thank You!

KCERinfo@hsag.com
866.901.3773 | www.kcercoalition.com


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