

	Lower Providence Emergency Medical Service Standard Operating Guidelines	
	Subject: <i>Documents & Documentation: After Action Review & Reports</i>	SOG #102-010
	Approved: Chief Christopher J. Reynolds	Initiated: October 2021 Revised: N/A

Description: LPEMS will participate and conduct After Action Reviews or Reports for many incidents located within the First Due response area. After Action reviews will be conducted in coordination with other involved agencies when applicable. When possible, a neutral 3rd party proctor will be utilized to compile information and maintain order during meetings and presentations.

Purpose: The intention of this SOG is to provide a guideline governing post-incident critiques of emergency incident operations. The After-Action Review/Report is a means of providing specific information to all personnel and stakeholders to allow them to benefit from the experience gained from a particular incident to improve operations at similar, future incidents.

Procedure:

Responsibility

1. All Officers present and Members involved are responsible for writing critiques of their units' performances in memorandum form no more than five (5) days after the incident.
 - a. Forms are to be forwarded to the Chief.
2. The Chief shall procure a 3rd party proctor for the Review Process.
 - a. In the event of a multiple agency event the Chief or their designee will serve as the point of contact to all agencies and involved parties as the EMS representative in accordance with LPEMS and Municipality procedures
3. The Chief shall compile the critiques and set a date and time to meet with all personnel and 3rd party moderator to discuss any pertinent details about the incident
4. The Chief shall distribute the completed review to all LPEMS personnel and stakeholders, once completed.

Process

1. The review is to be produced without the use of individual names; references are to be made by unit designation. It will normally be necessary to meet with all Officers and units that operated at the incident and/or to review the Patient Care report(s) to acquire the needed information.
 - a. Upon distribution, the review is to be stored in accordance with LPEMS Record Retention Policy (102-002).

After Action Review Contents

1. Incident Management System (IMS)
 - a. State the command post and staging locations
 - b. Indicate what parts of the IMS were used (such as Transportation, Triage, Safety, Public Information, etc.) describe the assignment and actions of each.
 - c. List any sectors/divisions/groups that were established, including the supervisors, units and assigned functions.
2. Problems Encountered

- a. List specific operational problems encountered throughout the incident, for example, triage problems, hospital diversion, etc.
3. Lessons Learned and Reinforced
 - a. List the specific things that were done correctly and worked well.
 - b. List the ways the operation could be improved or possible solutions to the problems.
 - i. Items should not be listed in a negative manner but should be presented positively for the purpose of providing a means of improving operations in the future
4. Summary
 - a. Give a brief overall summary of the incident

