**Facilitated debriefing**

**The method used to help Asheville Fire Department**

**Identify Successes & Opportunities.**

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**The purpose of a  facilitated debriefing is:**

**To understand…**

**What went well and what can be improved.**

**In a facilitated debriefing...**

**No one is on trial.**

**So do not judge.**

**Facilitated Debriefing Tips**

1. Avoid using the term “Critique”
2. Debriefings are learning opportunities
3. Small group/company level debriefings initially
4. May conduct an “all-involved” debriefing afterwards
5. Focus on what individuals did well
6. Identify individual areas for improvement
7. Debrief a sampling of all incidents (even when things go well)
8. Make debriefings non-threatening
9. Ask participants open-ended questions
10. Distribute and follow an outline
11. Best if facilitated by neutral party
12. Start with what occurred before responder arrived
13. Speaking order: Lowest rank to highest rank
14. Beneficial to have a scene/building layout to reference
15. Use audio & video if available and valuable
16. Schedule soon after event to avoid losing information
17. Document lessons (anonymously) and share so others can benefit

**Discussion prompts used at the 445 Biltmore debrief**

* Workload
* Teamwork
* Decision Making
* SOPs/SOGs
* Training
* Communications
* Other

**Debriefing Ground Rules**

* Not designed to find fault or criticize the actions of others
* Set rules for civil behavior
* Egos and rank are checked at the door
* Remember, even if things did not go well… no one made mistakes on purpose
* Goal is to conduct an honest assessment of the incident
* Facilitator serves as the note taker

**Large Room Debrief Process**

* First arriving company describes situation and actions
* Each successive company explains what they saw and what they did
* Keep the conversation focused on key factors
* Relate actions to SOPs
* Identify what each crew did well and what can be improved

**25 questions to ask during a**

**structure fire facilitated debrief**

**For each component, if the answer is “no”...**

**Ask: Why? How do we fix it?**

1. **Was there an incident commander watching the big picture event at all times?**
2. **If command was passed, was it necessary and was the new commander properly briefed?**
3. **Did the first-arriving crew complete a 360-degree size-up of  the emergency scene before engaging?**
4. **Did the person in-charge remain hands-off (not perform front-line tasks)?**
5. **Did the person in-charge stay far enough away from the action to ensure a big-picture view?**
6. **Was the strategy for the incident communicated to everyone at the scene?**
7. **Were incoming crews given assignments and were their activities coordinated?**
8. **Was accountability of all personnel maintained at all times?  (location, crew size and actions).**
9. **Were communications  clear, concise, controlled and understood?**
10. **Were the right tactics used to solve the problem?**
11. **Was the person in-charge plugged-in to everything going on  (broad perspective)?**
12. **Did the commander think ahead of the incident**
13. **(predict where the incident was heading)?**
14. **Was the radio traffic disciplined and manageable?**
15. **Was someone assigned to monitor every radio channel (talkgroup) in use?**
16. **Was every communication from crews working in high-hazard areas heard the first time transmitted?**
17. **Was there adequate staffing  on-scene to carry out the strategy safely and effectively?**
18. **As emergency conditions changed, did the  strategy and tactics change?**
19. **Were progress reports clear, concise, accurate, timely, and informative?**
20. **Were tactics coordinated and non-conflicting?**
21. **Did the organizational culture contribute to challenges with strategy, tactics or operations?**
22. **Was a safety officer assigned and did he or she perform duties appropriately?**
23. **Were there sufficient resources (apparatus, equipment, rescue tools, water, etc.) present to accomplish the tactics?**
24. **Were personnel adequately trained to perform their assignments?**
25. **Were proper SOPs/SOGs were established, implemented, communicated and followed.**