

## Conducting a COVID-19 Debriefing



### Presenters



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## Agenda

- AmeriCares Overview
- Breakout Discussion
- Evaluation Process
- Debriefing
- After-Action Report Template Overview
- After-Action Conference
- Next Steps
- COVID-19 Mid-Response Evaluation
- Questions

# AmeriCares Overview





Americares saves lives and improves health for people affected by poverty and disaster so they can reach their full potential.



## Program Focus



### Access to Medicine

Increase access to quality medicines and supplies to improve health outcomes for patients and communities.



### Emergency Response

Work across response, recovery and preparedness to protect communities from the effects of disaster.



### Clinical Services

Deliver and support quality clinical services that bridge treatment, prevention and health promotion.

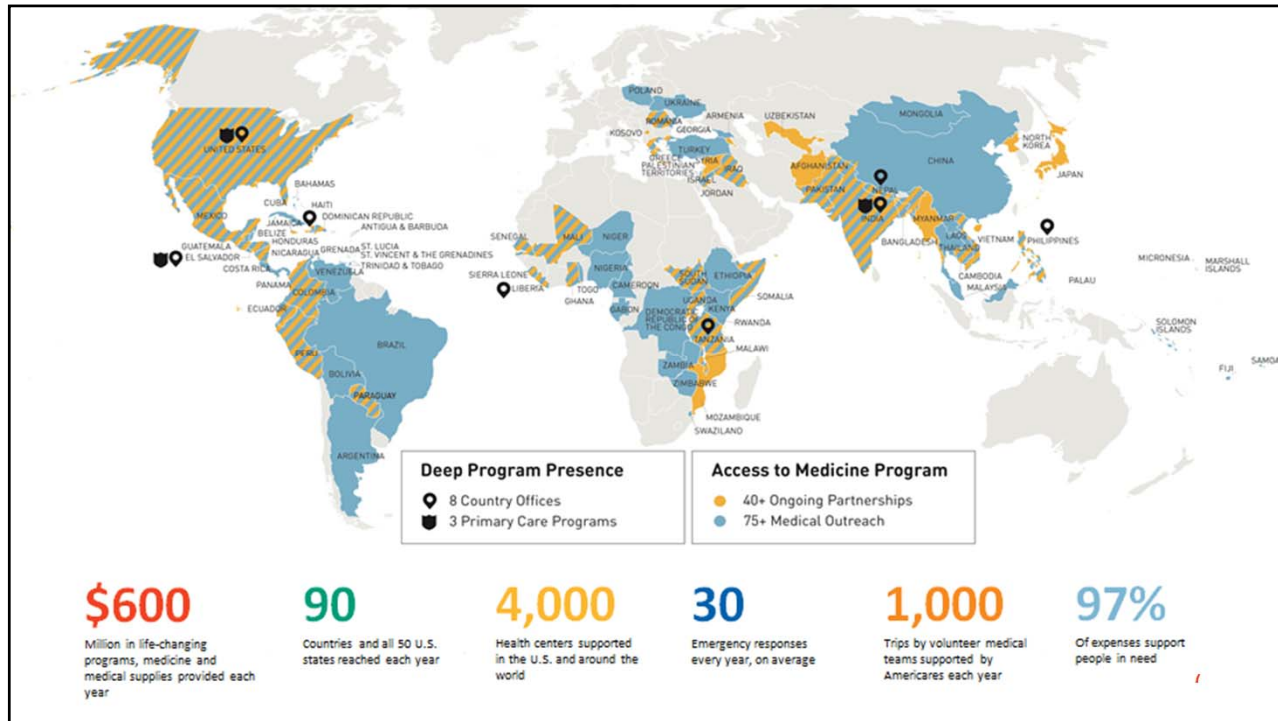


### Community Health

Design and implement clinic- and community-based programs to deliver sustained health improvements.



# Strengthening Patient Care through Innovation




# COVID-19 Breakout Discussion

## Discussion Questions

1. What is one success from your health center's response to COVID-19?
2. What is one challenge during your health center's response to COVID-19?
3. How do you plan to evaluate your health center's response?

- 15 minutes to discuss
- Be prepared to share

Evaluation  
Process



## Purpose

- Evaluate current plan in action
- Identify gaps
- Create targeted actions to improve preparedness
- Completing the AAR/IP is not the final goal – part of the ongoing preparedness cycle

## Preparedness Cycle



## Evaluating Emergency Response

You should evaluate your response to an emergency such as:

- Flooding
- Winter storm
- Prolonged power outage
- Isolated health center incident (ex. pipe break that floods health center)

## Evaluation Process



EVALUATIONS,  
DEBRIEFING, &  
INTERVIEWS



AAR/IP DRAFT



CONFERENCE



FINALIZATION  
AND APPROVAL  
OF AAR/IP



IP FOLLOW-UP

## Evaluation Benefits

- Receiving feedback from staff, volunteer, and leadership
- Identifying needs for plan updates, additional training, and successful actions to incorporate in future responses
- Creating a plan to address areas for improvement and assigning responsible departments/individuals
- Ability to track completion and follow-up for corrective actions

A large graphic with a teal background. On the left, the word "Debriefing" is written in white, sans-serif font. On the right, there is a white silhouette of a person's head and shoulders, with a teal circle above it representing a head or a light source. The overall design is minimalist and modern.

Debriefing

## Types of Evaluations

- Hot wash
- Participant feedback forms
- Surveys
- Review of documents and records from response
- Formal debriefing
- Leadership interviews

## Conducting a Debriefing

- Choose a time and place convenient for participants
- Select a facilitator, notetaker, and timekeeper
- Supplies (flip chart, whiteboard, etc.)

## Conducting a Debriefing (cont.)

- Organize discussion by:
  - Key themes/topics
  - Chronological order
- Share agenda with approximate time for each discussion
- Establish expectations of debriefing and ground rules
  - Gather information to improve future response
  - Active participation
  - No blame
  - There are no right or wrong answers
  - Confidentiality

## Staff Debriefing Agenda

1. Description of debriefing process
2. Strengths
3. Challenges
4. Closing and final comments

## Staff and Volunteer Debriefing

- Meeting should include:
  - All staff involved in response
  - Volunteers
  - Partner organizations directly involved in response
- Approximately 2 hours – depending on size
- Multiple meetings
- All levels of staff
- Clinical and non-clinical staff

## Leadership Interviews

- One-on-one discussions with leadership
- Include leadership from various operation sections
- 30-60 minutes each
- Input from leadership should be presented anonymously in AAR/IP

## Leadership Interview Questions

- What was your role in the response?
- How does this differ from your day-to-day role?
- How did your department alter normal operations?
- Did these changes follow the existing disaster response plan?
- Were there any unanticipated challenges?
- How were operations managed?
- What response actions would you maintain for future disasters?
- What response actions would you change?

AAR/IP  
Template  
Overview

## Executive Summary

Summarizes all information in the AAR/IP

- Basic incident information (name, date, hazard)
- Overview of incident
- Major strengths
- Major challenges
- Summary of response and next steps

## Incident Timeline and Overview

- Chronological synopsis of key events
- Include more detail towards the beginning of response and notable events as the event continued
- Include:
  - Pre-incident actions
  - Notifications
  - Response Actions
  - Demobilization
  - Dates and Times
- Incident overview is a detailed narrative

## Focus Areas

- Authority and Decision Making
- Communications
- Patient Services
- Health Center Operations
- Staffing
- Resources
- Partnerships and Coordination
- Safety and Security

## Conclusion

- Summarize next steps for addressing areas for improvement and corrective actions
- Next Steps:
  - Training
  - Updates to plan
  - Changes in structure

## Appendices

Appendix A: Improvement Plan

Appendix B: Partner Organizations

## Improvement Plan

- Identify corrective actions for challenges and areas of improvement
- Responsible department and individual
- Enforce completion date
- Use improvement plan to make changes within health center
- Future exercise scenarios

# After-Action Conference



## After-Action Conference

- Distribute draft AAR/IP ahead of time for review by participants
- Review contents of AAR/IP
  - Major strengths
  - Major challenges
  - Areas for improvement
  - Improvement Plan
- Unresolved issues
- AAR/IP Approval Process
- Contact information for follow-up questions

# Next Steps

## Next Steps

- Distribute final approved AAR/IP
- Follow-up on Improvement Plan tasks
- Update Emergency Response Plan
- Create opportunities for needed training
- Obtain additional equipment as needed

## Preparedness Cycle



COVID-19  
Mid-Response  
Evaluation

## Evaluate COVID-19 Response to Date

- Conduct mid-response debriefing and AAR/IP
- Implement immediate actions/changes identified through IP

Questions



## Contact Us

Email

[preparedness@americares.org](mailto:preparedness@americares.org)

COVID-19 and MHPSS Resources

[www.americares.org/getreadynowclinics](http://www.americares.org/getreadynowclinics)

Consultations

<https://calendly.com/americares/consultation>



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