



Incident Response Evaluation & Improvement

Student Guide

2013




GLOBAL BIORISK MANAGEMENT CURRICULUM

Incident Response Evaluation & Improvement


Welcome & Introductions





Introductions

- Instructors
- Students
 - Your name?
 - Where are you from?



Slide 2

Action Plan

By the end of this lesson, I would like to:

KNOW		FEEL		BE ABLE TO DO	
<i>Your learning doesn't stop with this lesson. Use this space to think about what else you need to do or learn to put the information from this lesson into practice.</i>					
What more do I need to know or do?	How will I acquire the knowledge or skills?	How will I know that I've succeeded?	How will I use this new learning in my job?		

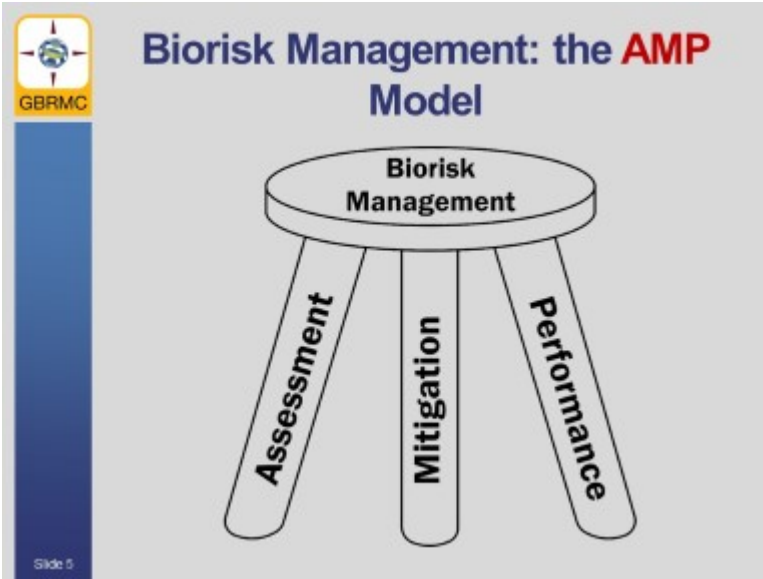
Use space on back, if needed



Key Messages

- Effective incident management systems require feedback from incidents or exercises.
- Revisions to incident response documents and procedures are necessary when improvements are identified.
- Revisions to incident response documents and procedures must be communicated to all personnel with impacted roles & responsibilities.

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Key Components of Biorisk Management

- **Biorisk Assessment**
 - Process of identifying the hazards and evaluating the risks associated with biological agents and toxins, taking into account the adequacy of any existing controls, and deciding whether or not the risks are acceptable



Slide 6

Define **Biorisk Assessment**:



Key Components of Biorisk Management

- **Biorisk Mitigation**
 - Actions and control measures that are put into place to reduce or eliminate the risks associated with biological agents and toxins



Slide 7

Define **Biorisk Mitigation**:

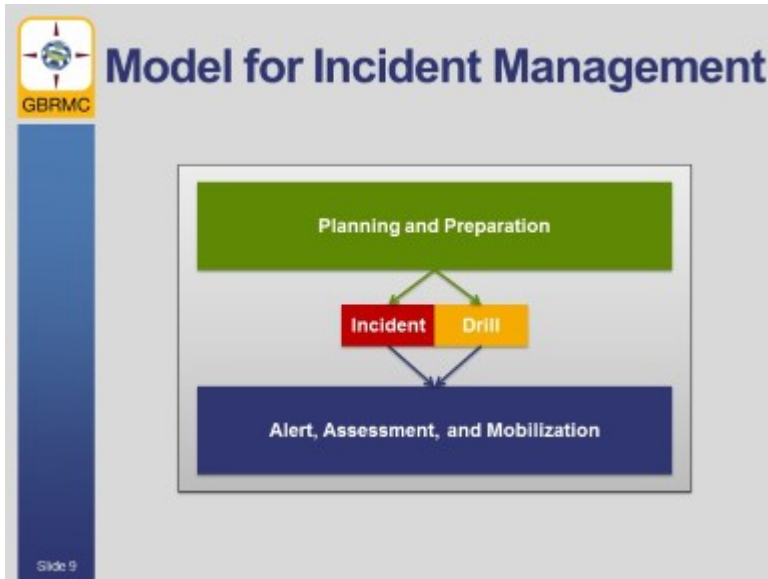


Key Components of Biorisk Management

- **Biorisk Performance**
 - Improving biorisk management by recording, measuring, and evaluating organizational actions and outcomes to reduce biorisk.



Define **Biorisk Performance**:





Feedback

Feedback is the use of **information** gathered from **drills** or **incidents** to inform and improve an **Incident Response System**.

Specifically, **feedback** informs the **planning and preparation** process, providing information to **management** and other **personnel** on what procedures were and were not effective in mitigating the adverse consequences of incidents (or drills).

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Feedback

Feedback could be considered a fourth phase of an **Incident Response System**.

Planning and Preparation 

Incidents and Drills 

Alert, Assessment, and Mobilization 

Feedback 

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Feedback

Question:

What types of information are necessary to provide **feedback** that addresses the strengths and weaknesses – success and failures – of the current **incident response system**?

In your groups, please spend **10 minutes** discussing the question and be prepared to share your thoughts with the class.

Hint: List 7 to 10 questions you would ask after a drill or incident to help gather this information.

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What types of information are necessary to provide feedback that addresses the strengths and weaknesses – successes and failures – of the current incident response system?



Feedback versus Investigation

Question:

How is **feedback** for an incident management system different than incident **investigation**?



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One Feedback Tool

Conduct a **debrief** to:

- Capture a factual review of events & chronology
- Receive individual and group reactions to those events
 - feelings may be expressed
 - problems may be defused
 - opportunity to clear up any confusion
- Draw lessons for the future
- **Facilitate improvements to the system**

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Feedback & Debriefs

Group Exercise:

Look at your **list of questions** you would ask after a drill or incident to determine the strengths and weaknesses of the current system and the response to the incident or drill.

Do these questions represent the information to be gathered in a debrief? Are there other questions that need to be asked?

Please spend **5 minutes**.

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Conducting a Debrief

- Set up a **debrief**
 - Timely
 - Clearly state the purpose
 - Focus on event, not persons
 - Poll everyone involved
 - Document!
- Cover the essentials (chronology, facts)
- Ask what went well
- Ask what could be improved
- What are next steps for continuous improvement?

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Other Reviews?

- Other than debriefs, after a test or a response, **what** other reviews of the incident management system should occur?
- **When** should other reviews occur?



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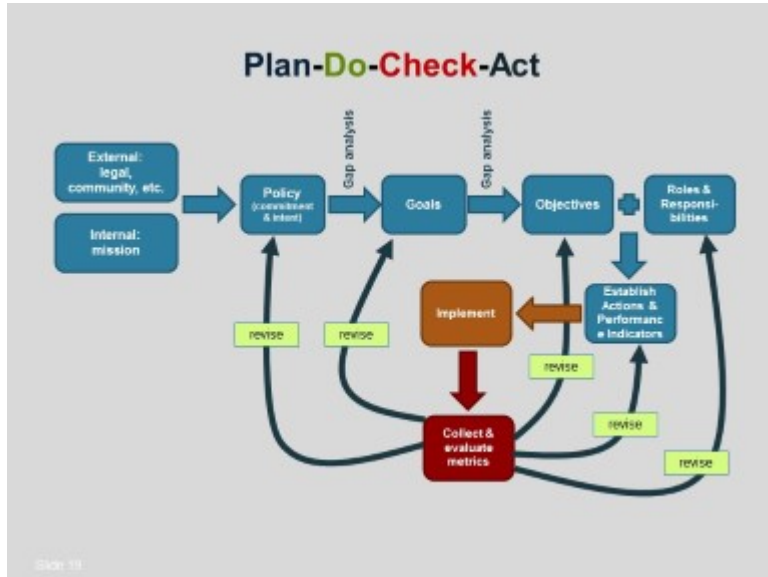
Improvement

- What do you do with the information gathered during a response and the subsequent debrief or other reviews?
- How can you use this information to make improvements?
- What are the steps you need to take to make improvements in your incident management system?

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Incident Response Evaluation & Improvement

Feedback




Incident Response Evaluation & Improvement


Feedback

	Personnel		Other Resources			Training		Testing		Perf	
	Internal	External	Equipme t	Facilities	Time	Supplies	Who	What	Who	What	asMe
Planning											
Preparation											
Alert											
Assessment											
Response											
Investigation											
Testing											
Feedback											


Incident Management Plan


 **Improvement**

Question:
Once you decide to make improvements, **what steps** must you take to assure that any revisions are **communicated**?



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 **Model for Incident Management**



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graph TD; A[Planning and Preparation] --> B[Incident]; A --> C[Drill]; B --> D[Alert, Assessment, and Mobilization]; C --> D;
```

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Review

To wrap-up, let's discuss what we learned about **Incident Response Evaluation & Improvement**

What did we learn?

What does it mean?

Where do we go from here?

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