

Desired Results

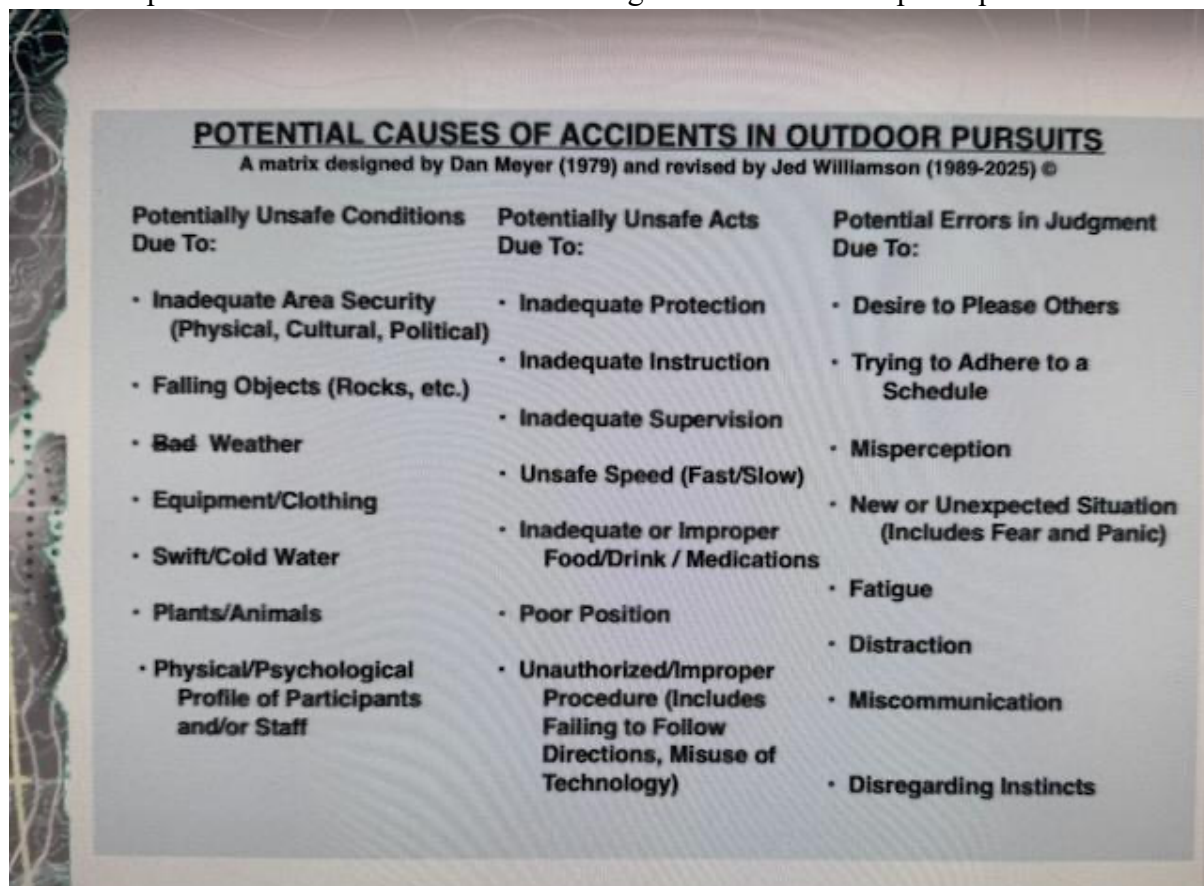
- Increased understanding of how to analyze potential causes of accidents.
- Gaining an understanding of how to prevent accidents.
- Seeing how case studies, data, and trends can be used to increase the quality of risk management.

ACTION STEPS

* Develop an understanding as to how using the “**Potential** Causes of Accidents In Outdoor Pursuits” Matrix (Williamson, Meyer) prior to engaging in activities/expeditions as a tool to help prevent accidents AND develop a plan for how to use it as a framework to review incidents/near misses.

* Create a plan for how to use this tool with Program Staff to analyze an accident in order to help you articulate what might have gone wrong and what to do going forward with Staff Training

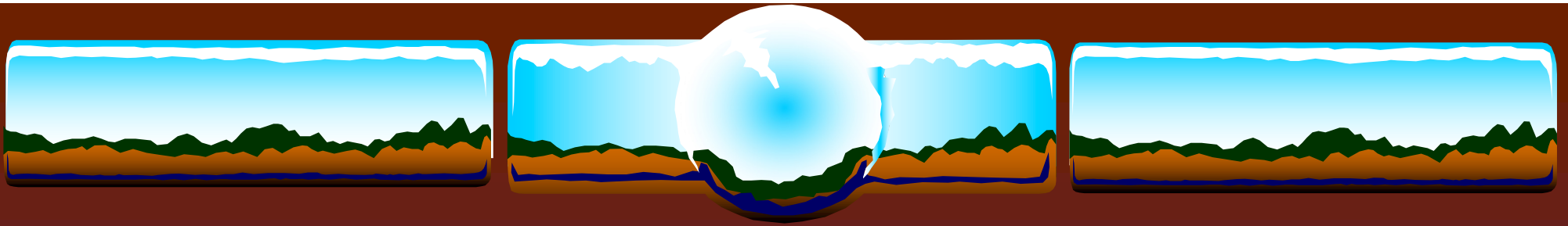
* Create a plan for how instructors/field staff might use the tool with participants.



Potentially Unsafe Conditions Due To:	Potentially Unsafe Acts Due To:	Potential Errors in Judgment Due To:
• Inadequate Area Security (Physical, Cultural, Political) • Falling Objects (Rocks, etc.) • Bad Weather • Equipment/Clothing • Swift/Cold Water • Plants/Animals • Physical/Psychological Profile of Participants and/or Staff	• Inadequate Protection • Inadequate Instruction • Inadequate Supervision • Unsafe Speed (Fast/Slow) • Inadequate or Improper Food/Drink / Medications • Poor Position • Unauthorized/Improper Procedure (Includes Failing to Follow Directions, Misuse of Technology)	• Desire to Please Others • Trying to Adhere to a Schedule • Misperception • New or Unexpected Situation (Includes Fear and Panic) • Fatigue • Distraction • Miscommunication • Disregarding Instincts

Additional Resources provided by Jed:

[Serious Incident \(Accident\) Review Process \(1\).pptx](#)



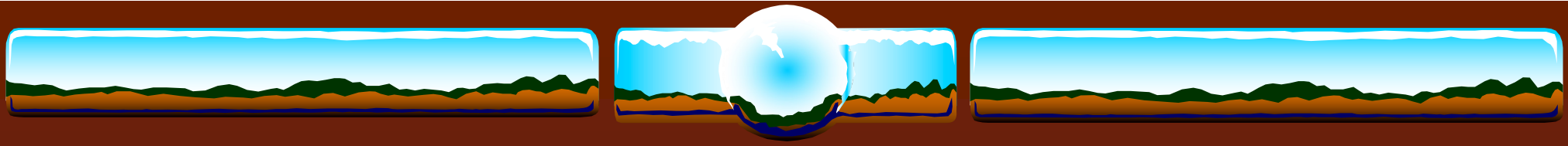
Serious Incident (Accident) Review Process

Presented By

Jed Williamson

Chair of Safety Committee – AAC

President of Sterling College

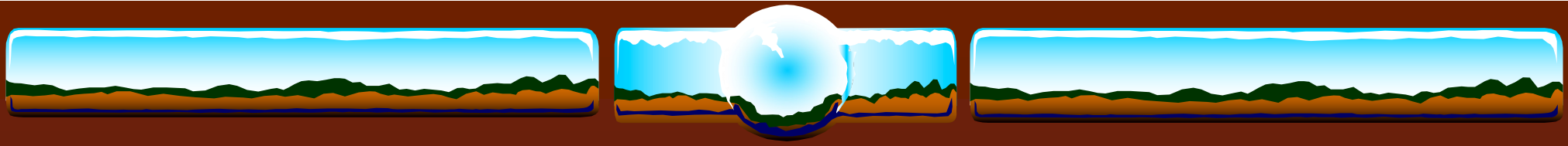


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I. Preparation and Understanding.

There are some givens that need to be understood before looking at what happens when a serious incident occurs in your program:

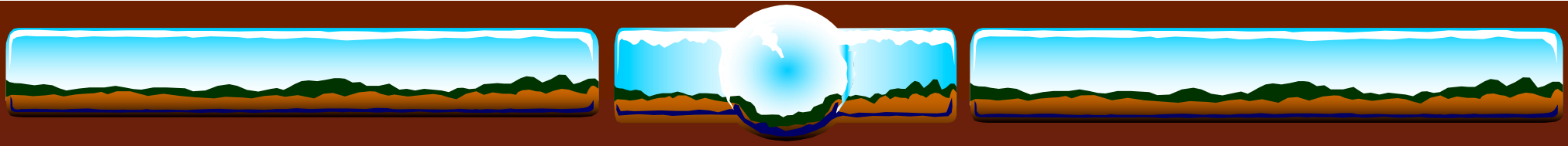
- € Following a major incident, External Reviews are a common practice in all industries.
- € All programs should have a Risk Management Committee, and each member should clearly understand the Emergency Action Plan and External Review process.
- € There should be a clear understanding and agreement among program administration, BOD, insurance carrier, and counsel regarding the post incident review process. (Issues may include unwillingness of insurance carrier to include outside reviewers, levels of disclosure to family, other outside interests, etc.)



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II. When to Consider Having an External Review of an Incident:

- € when a fatality occurs to a participant
- € when a fatality occurs to a staff member while on duty
- € when a permanently disabling injury occurs to a participant
- € possibly - when a permanently disabling injury occurs to a staff member while on duty
- € possibly - when a life-threatening injury occurs to a participant or staff member (while on duty)

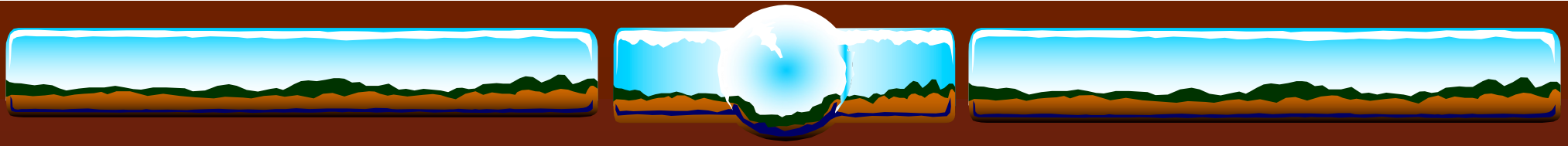


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III. What is the Role of the External Review Team?

- € Overall Mission: to help the industry prevent fatalities and permanently disabling injuries.
- € Specific Mission: to help the program find and/or confirm the primary and secondary causes of the incident.
- € Goal: to provide Recommendations and Suggestions that focus on prevention of further incidents and improvement of quality; i.e., to serve as a consultant.

(N.B.: There is a Hazard! Members of the team may be asked to become expert witnesses - by either side!)

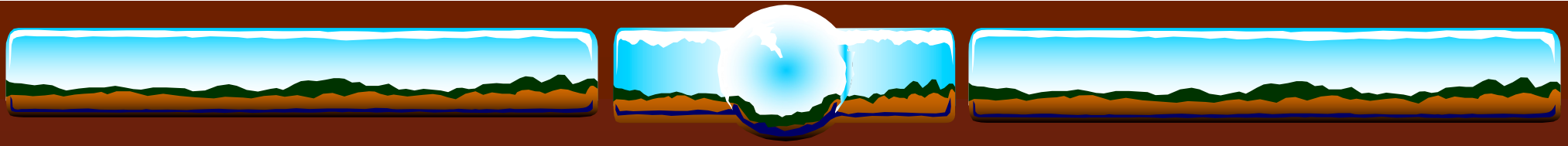


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IV. Who should Be On the External Review Team?

a. Personality Characteristics: empathetic, open minded, reflective, proven communication skills (verbal and written), able to maintain objectivity and confidentiality.

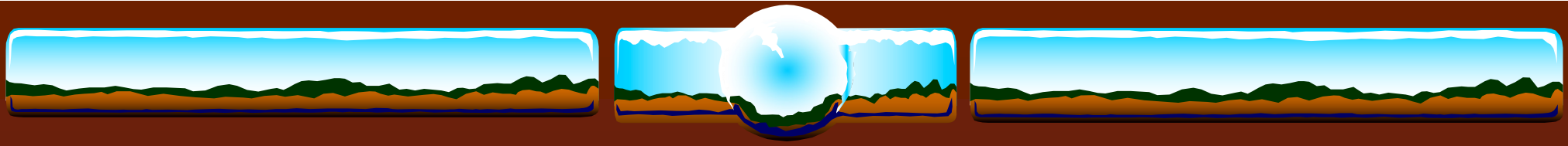
Conversely, do not select persons who may have a conflict of interest, who are known to have biases, and who may already have formed an opinion.



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b. Skills:

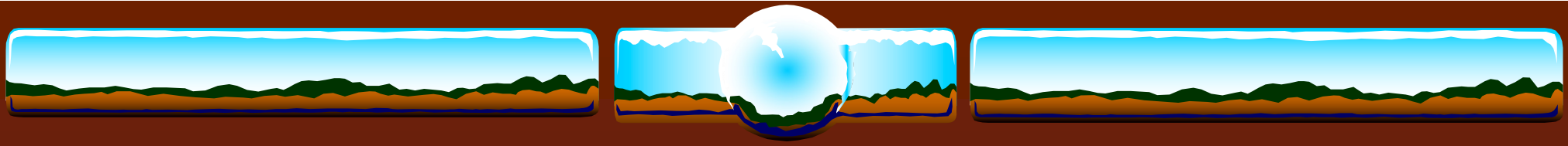
- The Team Leader should have, in addition to the above, credibility in the field, including several seasons of direct instruction and at least three years of administrative experience.
- At least one member should have unquestionable expertise in the activity and type of terrain in which the incident occurred.



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b. Skills (cont.)

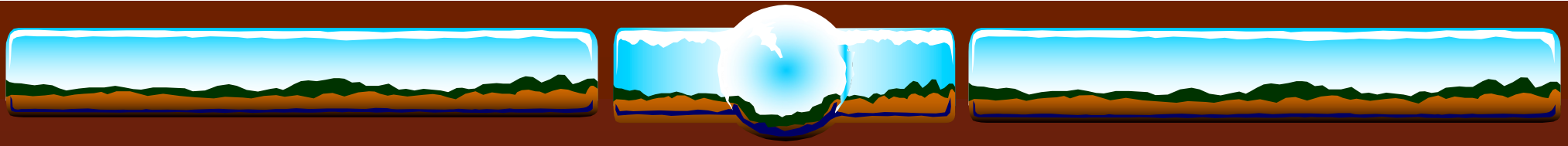
- Other factors will determine what kinds of additional skill sets might be needed. E.g.'s:
 - * Appoint a doctor if a medical condition (illness, hypothermia, dehydration, HAPE, etc.) was part of the cause.
 - * Appoint a school administrator if the incident occurred on a school outing.
 - * Appoint a licensed mental health professional if the situation seems to warrant this need.
 - * Etc.



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V. Ground Rules for the External Review Team

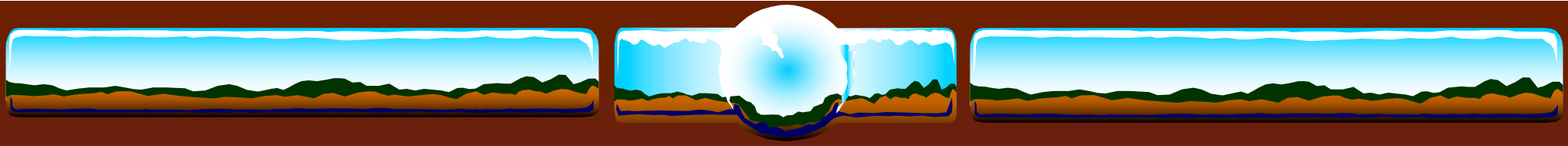
- ❖ assure program that findings will be confidential unless otherwise agreed;
- ❖ secure understanding from program that findings will be independent;
- ❖ get agreement from program that all records and people will be available to the Review Team;
- ❖ get agreement from the program that all Recommendations will be followed;
- ❖ assure that support will be provided as needed;



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V. Ground Rules for the External Review Team (cont.)

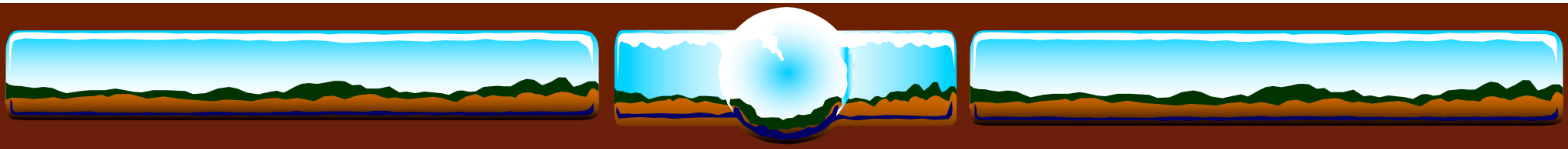
- ❖ media: discuss and agree on how media will be handled, including control of the Final Report. No matter what, no talking with media before the end of the process. Be explicit about book, article, movie, TV requests;
- ❖ agree in writing as to fees and costs;
- ❖ if a conflict arises among team members, it will be resolved in private, with the Team Leader having the ultimate authority.



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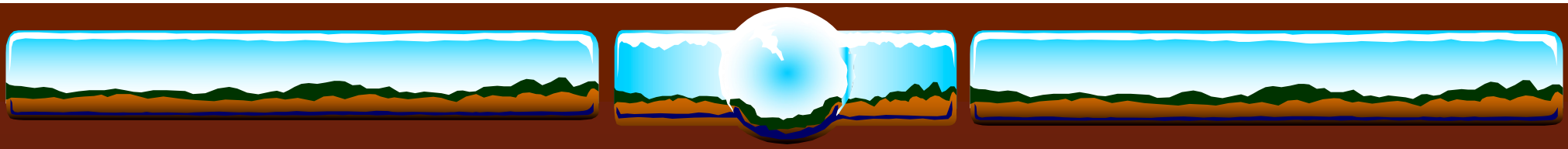
VI. Steps in Conducting an External Review

- A. The program should begin appointing the review team immediately following the incident. There should be a Team Leader, and from two to five other members, depending on the magnitude and kind of incident.
- B. Draw up a written agreement as to scope of work, process, costs, and distribution of Final Report. (See Ground Rules for External Review Team.)



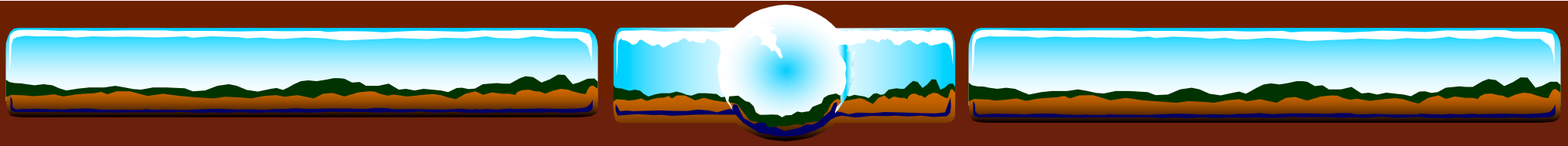
C. External Review Team Steps

- ❖ Team Leader communicates with other members as to timing, process, task assignments;
- ❖ When environmental factors are part of the cause, deploy at least one review team member to the site ASAP (before conditions change). Photographs, and perhaps video, of the scene should be a part of this process;
- ❖ Review all pertinent written materials;
- ❖ Conduct site visits, including headquarters, where incident occurred;



C. External Review Team Steps (cont.)

- ❖ Conducts interviews with appropriate administration, staff, and external people and agencies involved;
- ❖ Each team member writes findings;
- ❖ Team Leader writes DRAFT for the program's Risk Management/Internal Review Team;
- ❖ Team Leader meets with program's team to discuss DRAFT and possible revisions;
- ❖ Team Leader submits Final Report to designated program person(s);
- ❖ Team Leader available for meetings with various levels of program to discuss Final Report.



Conclusion

Some Things To Remember: When a serious incident happens, people at all levels go in to varying degrees of shock. Therefore:

- ❖ Try to find ways to support each other - avoid isolation.
- ❖ None of us is immune.
- ❖ In the end, if there is no risk, there is little chance for gain.