

Texas Fire Chiefs Association
DOCUMENT SUBMISSION FORM

Candidate Department: **Irving Fire Department**

Best Practice Standard: 6.07 Near-Miss Program in Place

Proofs of Compliance Submitted:

1. GOP 16.41 – Post Incident Analysis (PIA)
2. Firefighter Near-Miss Reporting System

Submitted By: **Scott Johnson, Program Manager**

Date:

Evaluator's Review

Evaluator:

Date Accepted:

Departmental Directive

TO: All Members of the Fire Department
FROM: Russell W. Wilson, Assistant Fire Chief
DATE: April 26, 2013
DISPOSITION: Retain Until Otherwise Directed
SUBJECT: General Procedures 16.41 – Post Incident Analysis (PIA), 1.3 – Annual Aerial Device Testing and 1.4 – Annual Fire Apparatus Pump Testing

General Procedure 16.41 – Post Incident Analysis (PIA) has been revised and General Procedures 1.3 – Annual Aerial Device Testing and 1.4 – Annual Fire Apparatus Pump Testing have been added to the Irving Fire Department General Procedures Manual.

You can find a copy of these General Procedures and the revised Table of Contents on the J: drive, IFD Guidelines-Policies and Procedures (Official Copy)\Current General Procedures PDF.



Russell W. Wilson, Assistant Fire Chief
Irving Fire Department

:gh

16.41 – POST INCIDENT ANALYSIS (PIA)

A. Purpose:

The purpose of a Post Incident Analysis (PIA) is to provide fire department members an opportunity to review certain incidents in which the overall operations are analyzed. The PIA is considered to be a method of communicating observed operations identifying positive outcomes along with areas needing improvement within the fire department.

B. The results of a PIA are used to determine if there was an appropriate and effective use of the following:

1. Personnel
2. Equipment
3. Other resources
4. Operational effectiveness
5. Operating guidelines
6. Near-Miss review

C. A PIA will not be used to place blame on any person or operational technique used to control the incident. The PIA will not be used in any form as a method of discipline or a subject of disciplinary action. A PIA will be used to enhance future outcomes from lessons learned to include any Near-Miss incidents.

D. Definitions:

Formal Post Incident Analysis- a scheduled, structured review of incident operations conducted in a controlled environment by the Incident Commander (IC) at the fire department or multi jurisdictional level. This concept is utilized for reviewing large scale or complex incidents requiring the response of multiple Irving Fire Department (IFD) resources, outside agencies or incidents requiring a unique tactical approach. A “talking points worksheet” is used to assist the IC in conducting the Formal PIA.

Informal Post Incident Analysis – a review discussing incident operations occurring immediately at the conclusion of the incident before companies clear the location. The IC, company officer or any other IFD member can initiate the Informal PIA.

Near-Miss – an unintentional unsafe occurrence that could have resulted in an injury, fatality, or property damage. Only a fortunate break in the chain of events prevented an injury, fatality, or damage.

Talking Points Outline – Form 43 will be utilized by the IC to generate notes and points of interest discussed at a formal PIA. Form 43 can be found on the INET or on J:\Fire Dept FORMS.

- E. A Formal Post Incident Analysis will be initiated *as soon as possible* for the following incidents:
1. Third alarm fire.
 2. Any fire in which a fatality occurs.
 3. Any incident occurring in which a firefighter is injured requiring admission to medical facility.
 4. Significant hazardous materials incident requiring decontamination procedures.
 5. Mass causality incident involving the transport of ten patients or more.
 6. Incident requiring the response of a specialty team where a compliment of apparatus equal to a one alarm assignment.
 7. At the discretion of the Incident Commander or the request of a company officer.

The IC shall coordinate and take the lead in a Formal PIA occurring in a controlled environment at the location of their choosing. The IC will interview company officers, division supervisors and command staff in an effort to create a “talking points outline” that address issues related to operational events used to control the incident. The objective of a PIA is to improve firefighter safety and overall IFD response. The IC must be mindful they set the tone for a PIA and must create an environment that fosters respect and dignity for IFD members while remaining focused on the incident not allowing members to get off track.

The IC will make a determination as to what companies will attend the Formal PIA along with division supervisors and/or command staff utilized at the incident. Assistant Chiefs shall be notified and may choose to attend the PIA. Consideration should be given to invite outside agencies responding to the incident along with an officer assigned to the Training Division.

- F. Members who personally experience, witness, or are made aware of a Near-Miss event shall complete a Near-Miss report prior to the end of that shift. These shall be addressed to the Chief of Department in a memo. Members who commit an error while in the performance of their duty shall be exempt from disciplinary action provided they promptly file a near-miss report. This exemption from disciplinary action applies to**

actions that do not willfully violate department policy or purposely place members or citizens unnecessarily in harm's way.

G. The Informal Post Incident Analysis may occur at any type incident and should be utilized at all incidents requiring a one alarm or greater response before companies clear the location. Informal PIA's may be conducted by the IC, company officer or any other IFD member on scene. This informal discussion will consist of tactical objectives and other factors used at the incident with the intent of improving firefighter safety and overall IFD response.

H. Within 72 hours of the conclusion of any Post Incident Analysis, the IC will generate a memo directed to Chief of Department if any of the following are identified:

1. Firefighter safety issues to include any Near-Miss incidents;
2. Areas needing improvement through training;
3. Operation deficiencies requiring guideline changes;
4. Other items of interest that will positively enhance operations of the Irving Fire Department.

Note: A report shall be completed for the dissemination of information pertaining to any of the matters listed above for the purpose of informing all fire personnel of any Near-Miss incidents and to address any training needs. Near-Miss incidents will be reviewed by Fire Administration and the information emailed through the "Fire Master" list to ensure all members of the department are informed in a timely manner.

Summary: The Post Incident Analysis can be a source of information used to determine the overall effectiveness of Irving Fire Department operations. The PIA requires the IC and company officer to make a detailed evaluation of conditions and factors directly related to the mitigation of the incident. The PIA can be viewed as an educational opportunity originating from lessons learned at an incident. These opportunities come from observations made on the basis of performance regarding tactical decisions, built in suppression systems, apparatus functionality and manpower utilization.

x.xx - Near-Miss Reporting

A. Background

1. Near-miss reporting has proven to reduce fatalities, injuries, and equipment loss in a number of industries (i.e., aviation, medicine gas/oil, nuclear). Managing error through the use of non-punitive strategies such as near-miss reporting has proven to be an effective tool in keeping the workforce and the community safe. Because of the proven track record of Near-Miss Reporting, and the dedication this department has to the health and welfare of its members, this policy has been developed endorsing the use of near-miss reporting.

B. Definitions

1. **Near-miss event** – A near-miss event is defined as an unintentional unsafe occurrence that could have resulted in an injury, fatality, or property damage. Only a fortunate break in the chain of events prevented an injury, fatality, or damage.
2. **Near-Miss Reporting System** – The National Fire Fighter Near-Miss Reporting System (www.firefighternearmiss.com) is a voluntary, confidential, non-punitive and secure reporting system with the goal of improving firefighter/EMT safety. By collecting and analyzing information on near-miss events, improvements can be made in command, education, operations and training.
3. **Reporter** – Someone who files a near-miss report.
4. **Reviewer** – A contract employee of www.firefighternearmiss.com hired to review near-miss reports and collect data. Reviewers sign confidentiality agreements as a condition of employment by the National Fire Fighter Near-Miss Reporting System. Reviewers are active or recently retired fire service members with at least 15 years' experience.

C. Policy

1. This policy adopts a non-punitive approach to human error. Members who commit an error while in the performance of their duty shall be exempt from disciplinary action provided they promptly file a near-miss report. This exemption from disciplinary action applies to actions that do not willfully violate department policy or purposely place members or citizens unnecessarily in harm's way.
2. Members who personally experience, witness or are made aware of a near-miss event shall file a near-miss report.
3. Members filing near-miss reports shall use the National Fire Fighter Near-Miss Reporting System (www.firefighternearmiss.com) as the vehicle for recording their near-miss event.

4. Multiple reports of the same incident are encouraged. The variety of perspectives provides additional value to reporting the incident.
5. Members are encouraged to forward a copy of the posted report to the Irving Fire Department Safety Officer so the department can rapidly respond to implement corrective actions needed to prevent the near miss from becoming a serious injury or fatality within our department.
6. The Safety Officer will distribute the Near-Miss Report to all station officers for dissemination at their daily safety meetings.
7. Ensuring anonymity and confidentiality is paramount. No member submitting a near-miss report shall be forced to identify themselves. Department management shall not seek out the identity of a member or members who file near-miss reports. Members who voluntarily submit their contact information to the department will remain anonymous.

D. Procedure

1. Members who experience, witness or are informed of a near-miss incident shall submit the report to www.firefighternearmiss.com in support of the program's efforts to improve firefighter safety.
2. Sections 1 thru 4 of www.firefighternearmiss.com shall be completed by the affected/informed members.
3. Section 5 of the reporting system is optional. Members are encouraged to provide at least one off-duty contact number or email address. This contact information provides the system's reviewers with a means to contact the reporter with follow up questions that will enhance the data collected and provide the maximum reporting effort to ensure another firefighter's safety.
4. Reporters may copy their submitted report and send it to the department safety officer or they may wait until the report is posted. No names or contact information are required at the department level.

E. Responsibility

1. The fire chief and other chief officers are responsible for ensuring the department maintains a non-punitive approach to correcting errors.
2. Department officers are responsible for maintaining an environment that encourages members to report errors and file near-miss reports.
3. All members are responsible for filing timely near-miss reports.
4. All officers are responsible for maintaining a working knowledge of the National Fire Fighter Near-Miss Reporting System.
5. The department safety officer is responsible for filing reports with www.firefighternearmiss.com whenever they are notified or becomes aware of a near miss event in the department.