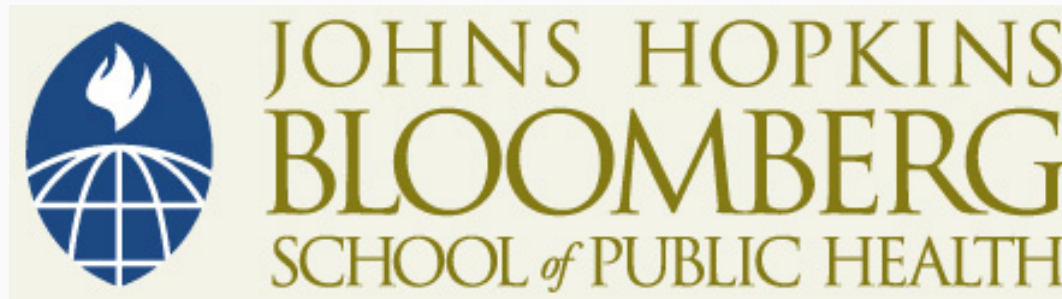


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Improving Understanding and Collaboration among First Responders

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Part Two of Four

Pre-Event

- In the education phase of a crisis event:
 - Information that was gained from experience is distributed, whether through reports or training
- Distribution varies from culture to culture, but in general it begins at the lowest levels and continues throughout a responder's career
- Some smaller agencies begin education at specialist level

- What the education phase means to law enforcement:
 - Law enforcement education varies across departments and regions
 - ▶ For example, crisis events are debriefed occasionally but not as a matter of policy
 - Yearly in-service training sessions, which emphasize how to or how not to do things, rather than critical thinking or problems solving
 - Focus is on individual and his/her response

Pre-Event: Education—Fire Department

- What the education phase means to the fire department:
 - Continual training sessions
 - ▶ For example, to become a Firefighter II (the minimal level for career firefighters), fire department personnel must receive training in hazardous materials awareness
 - ▶ Most volunteer firefighters receive this training as well
 - After action reporting
 - ▶ Most career departments and some volunteer ones require “After Action Reports” on all major incidents
 - ▶ Reports are disseminated throughout the department

- What the education phase means to the public health workforce:
 - Public health is relatively new to the first responder world, which means that some ideas (for example, incident command) are being taught now to public health students and workers
 - Education for public health shifting from emphasis on workday activities to crisis response

- What the education phase means to private security:
 - Training is generally determined by the specific job and the specific company
 - ▶ Some private security firms provide in-house training (but the amount of training and subject matter vary widely)

- What the education phase means to EMS:
 - EMS receives continuing medical education
 - As with firefighting, EMS education emphasizes special training
 - Training teaches EMS responders to approach all incidents carefully

- In the prevention phase of a crisis event:
 - Prevention is only possible in some cases
 - Information that was distributed through education is applied, specifically to prevent future crises from occurring

Pre-Event: Prevention—Law Enforcement

- What the prevention phase means to law enforcement:
 - Culture focuses primarily on reaction, but has expanded its preventative efforts over the last decade

Pre-Event: Prevention—Fire Department

- What the prevention phase means to fire department personnel:
 - Prevention comes in the form of fire education and deterrence
 - Can pre-plan in some instances
 - Culture emphasizes reaction

- What the prevention phase means to public health personnel:
 - One of public health's strength areas is prevention, especially through education
 - Primary prevention vs. secondary prevention
 - Improving surge capacity
 - Creating plans for clinics and medicine distribution

Pre-Event: Prevention—Private Security

- What the prevention phase means to private security:
 - Key player in prevention is due to the nature of the job
 - ▶ Patrolling, monitoring, controlling access

- What the prevention phase means to EMS:
 - Much like law enforcement agencies and fire departments, EMS culture does not emphasize prevention

Pre-Event: Recognition

- The recognition phase of a crisis event begins when an event (or events) are finally seen as something out of the ordinary

Pre-Event: Recognition—Law Enforcement

- Law enforcement recognizes a crisis event when:
 - The organization's resources are overloaded
 - The possibility for loss of life continues
 - The cause/source of the event remains unknown
 - Unexplained panic or fear exists in a community

Pre-Event: Recognition—Fire Department

- Fire departments recognize an event as a crisis when:
 - Resources are overwhelmed
 - A situation doesn't improve despite the best efforts of the personnel who are present and/or
 - Firefighter safety is compromised

- For public health personnel, an event becomes a crisis when:
 - Available resources are overwhelmed
 - Surveillance shows that the track of the problem (disease, radiation) will overwhelm current resources
 - Calls for information from the public and other care providers exceed the ability to respond adequately
 - An event demands all available personnel to work in excess of normal scope of duties

Pre-Event: Recognition—Private Security

- An important part of private security personnel training is learning to recognize events and notify the proper authorities and/or emergency response resources

Pre-Event: Recognition—EMS

- An event becomes a crisis for EMS personnel when a situation fails to improve (or worsens) and exceeds available resources and/or personnel safety is compromised

- The pre-event phase of a crisis event can be characterized by three distinct stages:
 1. Education
 - ▶ Experience-based knowledge is documented, analyzed, and structured in a learning environment
 2. Prevention
 - ▶ Knowledge that was gained from prior experience and transferred through education is applied and new means/procedures to prevent and/or mitigate the crisis event from re-occurring are developed
 3. Recognition
 - ▶ Still technically part of the pre-event stage
 - ▶ Characterized by the instant that an event shifts from ordinary to a crisis event