CRITICAL INCIDENT MANAGEMENT

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Performance Objectives

- Describe critical incident characteristics
- Discuss the characteristics of a mass casualty situation
- Discuss common problems associated with a mass casualty
Performance Objectives

- Discuss critical incident stages
- Discuss decision making in a critical incident
- Discuss critical incident case studies
- Discuss the process for Humanitarian Assistance

Bus Accident

- Bus Accident Scenario
- School bus with 60 Girl Scouts
- Lost control and landed in ravine
- Multi-agency response
- Write down good points and bad points
Critical Incident Management Characteristics

- Demands a coordinated response to prevent incident from getting worse
- This includes unresolved element of danger such as additional bomb, a threat to citizens and responders or an unusual incident

Critical Incident Management Characteristics

- Often random in nature and disrupt normal life
- Terrorist organizations use opportunity as a tool for civil disturbance
- A mass casualty is a critical incident
Mass Casualty Incident
Overview

- Produces several patients
- As few as six or as many as several hundred
- Affects local hospitals
- Patients are greater than resources of the initial responders

Preparation For Mass Casualty

- Pre-planning and training are critical
- Establish guidelines and procedures
- Early implementation of Incident Command
- First five minutes will determine next five hours
Response Categories Of Mass Casualties

- Mass Casualties can occur in a variety of ways
- Effect on emergency response and community impact
- Include transportation, violent crimes and building collapse

Response Categories Of Mass Casualties

- Hazardous materials incidents
- Civil disturbances
- Natural disasters
- Major fires
- Terrorist attacks
Problems In Mass Casualty Incidents

Most common being:
- Who is in command of the incident
- Location of the Command Post
- Lack of communication between agencies leading to conflicting priorities and orders

Problems In Mass Casualty Incidents

- Perimeter establishment delayed or not done at all
- Large crowds of people
- Media involvement
- Political involvement
- Inadequate resources
Functional Systems Approach

- Three levels of function: strategic, tactical and task
- Management is strategic
- Team leaders are tactical
- Resources not involved in supervision are task

Critical Incident Stages

They consist of:
- Initial Response
- Incident Control using the Six Step Response
- Recovery Stage
Initial Response Stage

- Ability to establish command and control
- Faced with confusion and panic
- Crucial to develop a team and place a plan in action

Initial Response Objectives

- Protecting citizens and rescue of victims
- Limit incident growth
- Protect arriving responders
- Identify ingress and egress routes
Initial Response Objectives

As soon as possible:
- Gain control of the scene
- Restore order
- Prevent target opportunities

Incident Control Using The Six-Step Response

The Six-Step response is based on the Incident Command System. It includes:
Assume command, situation assessment, identify and set perimeters, establish command post, Safety officer and staging areas
# 1 – Assume Command

- The first responder is providing order to the incident
- Prevents independent action and multiple commands
- Reassures responders that someone is in charge

# 1 – Assume Command

- Must advise incoming responders of incident location
- Secure tactical frequency
- Request supervisory support
# 2 – Situation Assessment

- Size up of the incident that includes the type of threat, approximate number of injured, size of threatened area and possibility of secondary event.

In simple terms the assessment should describe:

- What do you have
- What are you doing
- What do you need
# 3 - Identify And Set Perimeters

- Divide the incident into manageable divisions (geographical areas)
- Allows command to provide resources where they are needed

# 3 - Identify And Set Perimeters

- Critical incidents have three standard perimeters. All perimeters are divisions
- Expand perimeters based on weather
- Perimeters are the hot zone, inner perimeter and outer perimeter
The Hot Zone

- Area in which the incident has occurred
- May be a street corner or spread over a large area
- Secured by placing responders in positions of controlling ingress and egress

Inner Perimeter

- Protects responders in hot zone
- Uniformed personnel only
- Used as decontamination area, treatment area and evacuation area for walking wounded
Outer Perimeter

- Provides last line of defense from internal incident acceleration
- Provides first line of defense from external acceleration
- Secure area for command post, resources and control of the media

Perimeter Placement Illustration
# 4 – Establish Command Post

- Typically begins at first responders vehicle
- Incident dynamics will require Incident Commander to shift to fixed command post
- Must be away from hot zone

# 4 – Establish Command Post

- The command post will ensure support for field personnel, create a controlled environment and improve communications.
# 5 - Establish Safety Officer

- Should be filled as soon as possible
- Officer selected on operational experience and ability to recognize acceptable and unacceptable risk
- Operations can be stopped or modified

# 6 - Establish Staging Area

- Effective tool in correct and safe deployment of resources
- Staging Supervisor must track, rotate and relieve resources as appropriate
- Area established within inner or outer perimeter. Avoid congestion
Inter Agency Planning

- Failure to include all agencies during planning process may compromise responders
- Identify and establish liaisons with all agencies and coordinate tactical operations

Secondary Incidents

- May be more destructive and damaging than initial incident
- World Trade Center crashes were primary incident with collapse of the towers as secondary incidents claiming more lives
Recovery Stage

- Begun when aggressive threats of incident are neutralized
- Incident is not over when last patient is transported
- Recovery must be managed aggressively

Recovery Stage

- Planning Section of incident command is responsible for initial recovery
- Typically the longest and most poorly managed part of the incident
- May require months to years
Goals In The Recovery Stage

- Most important goal is document collection
- Information can assist in Post Incident Analysis, cost recovery and tracking responder injuries or deaths

Goals In The Recovery Stage

- Provide critical incident stress management for responders
- Collect and properly dispose of used medical supplies and biohazard waste from the incident
Post Incident Analysis

Critical for operational review. Benefits include:
- Operational performance
- Organizational needs
- Procedure modification
- Additional training

Summary

- Critical Incident Management can place a heavy burden on responders
- Requires a coordinated response from all agencies involved
- Mass casualty incident is a critical incident, terrorist related or not
Summary

- Identifying critical stages will give the responder a better chance of dealing with the incident
- Six – Step response is a tool for incident management
- Humanitarian Assistance