

AFTER ACTION REPORT

TO: Pat McConnell, Director, Human Resources

FROM: Ricky Robbins, Safety & Training Coordinator

DATE: September 6, 2011

RE: After Action Report of the 2011 CPR/AED Training Program

- Purpose:

What did we set out to do?

The purpose of this program is to provide concise up-to-date CPR and AED instruction to City of Germantown employees.

What was supposed to happen?

The Safety & Training Coordinator would work hand-in-hand with Lieutenant Bruce Cannon who oversees the scheduling of the Police Training room. Because of its size, carpeted floor and two (2) overhead, high-definition monitors, this room is ideally suited for this type of training. A request is made to Lt. Cannon for open dates that can be used for this training.

Is there a process or procedure in place for this activity? Yes.

- Executive Summary:

What actually happened?

Using the average response data from the past three (3) years of CPR classes, it was decided to schedule for 45-60 students or four (4) or possibly five (5) training dates with a maximum of eleven participants in each class. With this understanding, the Public Safety Commission agreed to purchase eighty (80) student books (\$12 ea.), and donate to the City's CPR program, one for each participant and have a few extra if needed. However, there was an overwhelming response to the announcement of classes and there was an additional five more dates added to the original schedule. A total of 105 employees signed up to attend this year's CPR/AED training.

What worked well that needs to be sustained?

The new American Heart Association training video allows participants to practice several times if needed. The overall program runs pretty smoothly, it is easy to understand and allows time for discussion.

What did not work well and needs to be changed?

Adding more classes to the existing schedule did not work well. I should have limited the number of participants and classes. We ended up with more participants than we had Student Books. This was a mistake on my part. By trying to accommodate the volunteer ushers at GPAC, I lost track of the total number of students who had signed up.

- Lessons Learned:

What can we do better next time?

It's great to have so many people wanting to learn CPR and use an AED; however, I have to limit the schedule and stay with the original and number of classes offered to employees. Once it is determined how many classes will be held for the year and the number of students allowed to attend, then the program should be closed until the following year. Employees must understand the process of "first come, first served". Department budgets are greatly impacted if additional instructional materials have to be ordered.

- Action Items:

Develop a list of the actions to "fix" specific needs.

Update the Standard Operating Procedure for scheduling a CPR/AED program if needed. Look at the process used for determining the number of classes to schedule or number of students taught per year. If the process needs to be updated or written differently, then do so. It is imperative to follow the written procedure and avoid deviating from the original schedule once it is decided.