


# CASC's After Action Review e-learning resource

Under PSIRF many healthcare organisations are choosing to use After Action Reviews to better understand their patient safety incidents. To assist, the Clinical Audit Support Centre (CASC) have created an innovative and comprehensive AAR e-learning package.

Section 1: The 4-question approach

There are many approaches and tools within healthcare that teams can utilise to gain a better understanding of why care has not gone to plan. What distinguishes the After Action Review from other methodologies, is the simple 4-question approach that is always applied when conducting an AAR. We will look at the 'extended' AAR process in more detail in a future section, but let's examine the questions we ask when carrying out an AAR. These questions are asked by an experienced facilitator, known as the AAR facilitator. All those attending the AAR meeting will be asked to answer the following questions.

Click on numbers 1-4 on the graphic below, to find out more about the questions we apply when conducting an AAR. Note: these are based on NHS England's current PSIRF guidance.



QUESTION #4  
WHAT IS THE LEARNING?

QUESTION #1  
WHAT WAS THE EXPECTED OUTCOME?

QUESTION #2  
WHAT WAS THE ACTUAL OUTCOME?


QUESTION #3  
WHAT WAS THE DIFFERENCE BETWEEN THE EXPECTED OUTCOME AND THE EVENT?

SCENARIO TWO:  
A difference of opinion

An AAR is called to discuss the complex transfer of care and admission of a high profile patient onto a ward. A senior leader (Clare), disagrees with a junior nurse (Anna), who was present with the patient when she died, about the chain of events. Clare was not on the ward at the time of the patient's admission, stay or death, but is adamant that Anna's recollection of events is wrong and that the patient's care could not have happened in this way. How would you deal with this?

Feedback on scenario 2


The short film below features Tracy providing her thoughts on the key issues at play in relation to scenario 2. In addition, Tracy has provided advice on how to manage such an incident where staff involved in an AAR meeting view events differently:



Tracy Ruthven  
Co-Director  
Clinical Audit Support Centre Ltd

Setting appropriate ground rules

The AAR facilitator has a key role in terms of setting the ground rules at the start of the meeting. Ideally, the facilitator can ask participants what is important to them and how they would like to be treated by other participants. However, time can be in short supply, so an AAR facilitator should always commence the meeting with a pre-determined set of ground rules in mind. The graphic below provides useful guidance in terms of creating appropriate ground rules at the outset of an AAR meeting and is available via the 'Useful resources and supporting' section. More detailed guidance is shared below the poster.



AFTER ACTION REVIEWS  
THE GROUND RULES FOR SUCCESS

ATTACK THE PROBLEM, NOT THE PEOPLE

EVERYONE HAS THEIR SAY

RESPECT EACH OTHER

CONSENTUAL PROCESS

ON TIME

FACILITATOR LEADS THE MEETING

PARTICIPANTS ACTIVELY LISTEN

NO DISTRACTIONS

EMPOWER THE TEAM

**4 course modules**

Provide in-depth detail on all elements of AAR with specific focus on how to conduct an effective AAR meeting.

**AAR case studies**

The course is highly interactive with multiple case studies and frequent learner understanding checks.

**Unique content**

CASC have created 'PSIRF relevant' posters that learners can download. The 'FAQ' section is very comprehensive.

## How to access our AAR e-learning

The content of the AAR e-learning has been created by AAR facilitators and will be updated every six months to ensure content is refreshed and up-to-date with PSIRF best practice. Learners can access the training 24/7 and our platform supports all devices. We have partnered with the award winning Healthcare Conferences UK team to provide e-learning for individuals. Click [here](#) for details. We can also upload the course onto your Learner Management System to allow all your staff to access this online training whenever they want! Moreover, we can upload your AAR documents to complement the e-learning.



FOR MORE INFORMATION OR TO REQUEST A FREE DEMONSTRATION:  
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