Organisation and Communication Saves Lives

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Major Incidents

Kegworth Air Crash

Whitehaven Shootings
Major Incident
Mass Casualty Incident

• Major Incident: “any accident, incident, natural disaster or hostile act which demands special arrangements to cope with casualties or to counter actual or potential effects in the provision of services”.

• Mass Casualty Incident: “a situation that stresses the first responders due to number of casualties”.

“Unable to deal with incident using normal resources”
Mass Casualty Incident in Mountains

- Number of casualties
- Location
- Weather
- Resources
- Technical Rescue
Objective

Right Patient  Right Place  Right Time
“Normal Operations”
Right Patient Right Place Right Time

• A single or few casualties
• Resources to rescue
• Each casualty treated as required
• Resources to transport

• Suitable facility available to receive the casualty.
Right Patient Right Place Right Time

• Right Patient
• Scene Dependant

Triage “sorting”

• Not done
• Not done early
• Not clear to all
Right Patient Right Place Right Time

- Right Place
- Right Time
- Multi Agency Dependant

- Possible “chaos”!
Previous Incidents


32 incidents
“The extent to which organisations can work together”

• Poor working practice and poor planning
• Inadequate training
• Ineffective communication
• Lack of Leadership
• Failure to learn lessons

Previous Incidents


- Communication Failure.
- Command and Control Failure.
- Resource slow to be deployed.

Normal Communications
Mass Casualty Incident Communications
Learning form Previous Events

- Rare
- Dissemination of Information
- Organisational Memory
- People with Experience Move On
- Emotional Events
- Difficult to create no blame culture

Learning is Difficult
Mass Casualty Incidents

Familiarity

Communication
  - Who
  - How

Interagency Organisation

Roles & Responsibilities

Command and Control
  - Leadership
  - Situational Awareness

Trust
Simple Quick

Roles NOT People Action Cards

Generic

Tested

- Overwhelm
- Realistic
- Multi agency
- Create Chaos
Summary
“The Multi Casualty Chain of Survival”

• Rare
• Learn from Others

• Effective Organisation
• Effective Communication

Right Patient Right Place Right Time