



EMS ConnectME

After-Action Review Guidelines



Practicing good mental health awareness and maintenance strategies is essential for a successful career in EMS. Learners with EMS ConnectME complete mental health training as part of their Level 1 Learning, and participate in After-Action Reviews with their Mentor after every EMS call that they go on at Level 2. This document contains Mentor guidelines for these reviews.

What is an After-Action Review?

An After-Action Review is an informal conversation between the Learner and their Mentor about an EMS call or other potentially stressful event. This conversation gives the Learner the opportunity to ask questions, process the event, and prepare for the next one.

Typically, an After-Action Review is done one-on-one, but you can adapt this model to a group setting if needed. Make sure that you maintain the requirements of HIPAA while creating a safe, productive space for everyone in the discussion. A Group After-Action Review should not replace the one-on-one conversation between Learner and Mentor, but may be done in addition, as it can help Learners practice additional mental health protection strategies like CISM/CISD.

What is discussed in an After-Action Review?

No single script will fit every After-Action Review, but you can use the questions below to help get your conversation started.

- What happened?
- Why did you do what you did in the situation?
- What went well?
- What did not go well?
- What can you do differently next time?

What should you do after an After-Action Review?

- Document that you completed the After-Action Review in the EMS ConnectME MEFIRS worksheet. Put any additional comments in the narrative at the end of the worksheet.
- Be aware that each Learner will complete one After-Action Review Reflection and submit it in their online learning. Assist them as needed with their assignment.
- Keep an eye on your Learner for any negative impacts, especially if it was a potentially traumatic call. Follow up with them and offer additional resources if needed.
- Ensure your Learner knows that they can always approach you later if they think of more questions, or if something else comes up.