From: Jirik, Frank [mailto:FJirik@capnhq.gov]
Sent: Wednesday, August 25, 2010 9:34 AM
Cc: Safety; Hamm, Christopher Maj. CAP-USAF
Subject: Mishap Notification Pointers

Good Afternoon,

As a result of a mix of content issues with mishap notifications here are a couple of education pointers to assist your staff with completing a Form 78 – Mishap notification to assist with the expeditious handling of mishaps. As you know, we have had a summer full of activities. Mishaps of all shapes and sizes are being processed and the better the information, the easier the task for everyone. As many of you have seen, there have been follow-up emails on all mishaps to indicate a need of follow-up, required investigations, or just closed.

Some items that will help with this when entering a mishap are:

- If using the word "transported" this typically means by ambulance. It would be helpful if our members could be more specific by stating how they were transported or use alternate words like "driven."

- Please do not include member information in the text of the account. Refer to members by Cadet or Senior Member. This will help with privacy concerns since the accounts are sent by an unsecured email to applicable parties. The member information is in a secured online safety application if you need to know who.

- Brevity is a good thing, but an account that is written with too much brevity has to be deciphered. These are examples of too brief:

  " Cut finger."
  " Cadet fainted."
  " Senior Member fell during activity."

  A better account will be brief, can be updated as needed if indicated within the account, but don't forget to follow-up. Here are some good examples of the same mishaps:

  "Cadet cut his finger while building rockets. The cadet had incorrectly positioned the craft saw while working, resulting in a small laceration. The bleeding was stopped with basic first aid and the cadets wound was cleaned and covered with an adhesive strip and the cadet returned to the activity. The cadets parents were notified."

  "A cadet, while standing in formation at a cadet honor guard competition fainted. The cadet was caught by other cadets around him/her and was gently laid to the ground. They did not strike their head. The cadet recovered

once laying down and was given fluids. The cadet indicated that he/she had locked their knees. The activity was in an air conditioned facility so heat was not a factor. The cadet sat out of this competition and later rejoined after rest and evaluation by the activity medical staff. The cadets parents were notified. "

"A senior member, while unloading vans at an encampment, fell. The vans were parked near a curbed area and the senior member tripped over the curb while turning with a load. The senior member had minor lacerations to knees, elbows, and the palms of his/her hands. They did not strike their head. All was treated with basic first aid and bandages. The vans were repositioned to prevent further mishaps. The senior member was able to return to the activity with no further medical needs."

While there has been a request for brevity, you'll notice that these mishap examples are less brief, but they also only state facts. They eliminate assumptions, opinions, and unnecessary, often incorrect, medical terminology. With this detail these mishaps can be closed without further action and reduces the email traffic of questions for incomplete accounts. With these types of statements, being more complete, you'll most likely just get "CLOSED" notifications instead of follow-up notes.

If a notification goes out and there is still follow-up items or the mishap is ongoing, state the phase of the mishap follow-up in the account. Here is an example:

"Cadet got their fingers caught in the car door as another cadet closed the door. The cadet is being transported to the hospital for review. Account will be updated with more information after the medical visit."

This type of entry supports immediate notification where a computer may be available and will just require the entry person to come back and revise the account with an update. This is a best practice and is not required, but is a good best practice. The National Safety Team only asks that you update the account with new information as soon as you get it. Don't forget to do that, they won't forget to ask with stuff that is pending. The revision should ideally occur within the 48 hour reporting requirement. Again, this is a best practice.

If any of your safety staff has any questions when entering a mishap notification, they may always call for assistance. It would be better to fix an entry over the phone and give good educational guidance then have to take time to follow-up because it was incomplete or misunderstood.

This will help the National Safety Team and NHQ/Safety analyze, dissect, classify, and build learning and awareness models for the benefit of all CAP.

Lastly, you cannot OVER-REPORT. When in doubt, report. We have tools to classify and separate mishaps and with some proposed changes to recognition and removing the MISHAP FREE CERTIFICATES, there should be NO barriers to reporting.

We have started to see near-miss reports, BRILLIANT! This database provides a great reference and accountability tool for ALL unsought safety acts, not just one's that result in damage or injury.

Thank you for your time this morning.

Forwarding this to all your staff and members is encouraged.

Appreciatively,

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Safety is a HABIT that only YOU can positively control.

SENT ON BEHALF OF SAFETY@CAPNHQ.GOV