# 15-Minute Communication Breakdown Drill

This is an exercise.

You are the Supervisor or Charge Nurse of your Department in your facility.

A nursing home announced overhead that there is a “missing resident” at about 4 PM when a resident could not be found for dinner. No one had remembered seeing the resident since approximately 2 PM.

## What would you do?

1. Who do you notify? Administration? Police? Family? Others?
2. What details about the resident are announced overhead? Age? Gender? Physical size? Clothes wearing?
3. What are your protocols? Where are they kept?
4. How is a search conducted? Who is responsible for organizing the search?
5. Does the resident have any critical medications or treatments due soon?
6. How do you identify searched areas?
7. What steps do you take once the resident is found?
8. Would they require a medical exam?
9. What are your greatest concerns?
10. What if the media calls; what do you tell them?

Note: This could expand into a longer tabletop exercise, if desired.

## After action review (AAR) questions to ask:

These questions establish a common understanding of the real situation that occurred or for the exercise scenario presented. The facilitator should encourage and promote discussion around these questions. The differences should be explored:

1. What was supposed to happen?
2. What actually did happen?
3. Why were there differences?

These questions generate reflection about the successes and failures during the event or exercise:

1. What worked? (Identify 3 successes)
2. What didn’t work? (Identify 3 opportunities for improvement)
3. Why?

This question is intended to help identify specific actionable recommendations. The facilitator asks AAR participants for clear, achievable and future-oriented recommendations. Include the successes and improvements from above questions in your AAR:

1. What would you do differently next time?

\*\*\*\*See AAR Report template on next page\*\*\*\*

# After Action Report

Date:

Names of staff participating in this discussion:

STRENGTHS   
List strengths here.

AREAS OF IMPROVEMENT   
List Areas of Improvement here.

RECOMMENDATIONS  
List Recommendations here.

CONCLUSION AND NEXT STEPS  
Insert Conclusion here, who will address issues and what is the timeline for changes.