The intent of the lessons learned process is to foster continuous improvement in the way HEMBC prepares and responds to unforeseen events and incidents that impact the day-to-day delivery of health services across the Lower Mainland. Through the lessons learned review, successes and areas for opportunity will be identified. This template is a part of the Fraser Health evaluation tools for Extreme Heat, and is designed to be filled out in conjunction with the Site Evaluation PowerPoint. The following sections are included in this document: **What worked well, lessons observed and recommendations, and an action plan**. [Delete this section once completed]

# Overview

|  |
| --- |
| Click to enter site name. |
| **Event Name** | Click or tap here to enter text. | **Event start** | Click here to enter a date. |
| **Prepared by** | Click here to enter text. | **Event end** | Click here to enter a date. |

# Key Findings

The findings have been broken down into themes. A list of actions for consideration, along with associated leads for issue resolution is provided in Appendix A.

1. Planning

Use this area to provide a summary/background/context.

##### What worked well?

* [EXAMPLE] Heat plans prepared in advance
* A
* B
* C

##### Lessons observed and recommendations

Use this area to identify opportunities for improvement in relation to the finding above.

Recommendation(s)

* + [EXAMPLE] Consider more regular temperature checks during a heat warning
	+ A
	+ B
	+ C
1. Preparation

Use this area to provide a summary/background/context.

##### What worked well?

* [EXAMPLE] Tabletop exercise ahead of heat season
* A
* B
* C

##### Lessons observed and recommendations

Use this area to identify opportunities for improvement in relation to the finding above.

Recommendation(s)

* + [EXAMPLE] Check all fans are working at start of heat season
	+ A
	+ B
	+ C
1. Responding

Use this area to provide a summary/background/context.

##### What worked well?

* [EXAMPLE] Quick implementation of emergency actions when site lost power during peak of heat wave
* [EXAMPLE] Proactive checking of at-risk residents caught 3 residents exhibiting early signs of heat illness
	+ 2 on first floor
	+ 1 outside
* A
* B
* C

##### Lessons observed and recommendations

Use this area to identify opportunities for improvement in relation to the finding above.

Recommendation(s)

* + [EXAMPLE] Make sure that residents who go outside in a heat wave are carefully monitored
	+ A
	+ B
	+ C

# Appendix A: Action Plan

|  |  |  |  |
| --- | --- | --- | --- |
| **Lesson Learned & Recommendation** | **Action(s)** | **Lead (department/ individual)** | **Target Completion Date** |
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# Appendix B: Debrief and summary notes

# [Attach any relevant documentation and debrief notes to this section]