

What Do We Learn from Critical Incidents Abroad? How and What Do We Share About Incidents and With Whom?

Forum Standards of Good Practice Institute
Beyond the Basics of Health, Safety, & Security

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Office of International Programs



UNIVERSITY OF MINNESOTA

Driven to DiscoverSM

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Introduction

- Education abroad professionals face many challenges when dealing with health, safety and security incidents abroad...
- ...But once a critical incident is nearing resolution or over, what do we do with the information?

Poll

- What is the scariest/worst education abroad incident you've heard or read about?
- Did you learn anything based on your hearing of the incident?
- Did you talk to the institution directly responding to the incident? Or read a direct account from them?

Guiding Questions

- How do we track and report critical incidents?
- What level of detail do we share? With who?
- How can we learn from past cases?
- What can we change to improve the process of learning from cases and experience?

Importance of Data

- Informed Decision Making
- Study abroad is dangerous?
- Some day it might be required:
 - U.S.A Today 5/27/2009: “One idea: require providers to disclose their safety and security records.”
 - Student Right to Know and Campus Security Act (CLERY Act)

Forum Incident Database Pilot

- Goals:
 - Quantitative Data
 - Learn about data collection
 - Determine next steps for the field
- August 15, 2009 to January 31, 2010
- Preliminary Report 3/2010

Tracking

- Issues:
 - Which incidents?
 - How collect information?
 - What do we do with the information?
- University of Minnesota: Incident Management System with reporting opportunities

Incidents Abroad

0 / 90 Found (Unsorted)

Records Show All New Record Delete Record Find Sort

Layout: form_Incident View As: Preview Edit Layout

Home Incidents

Incidents Abroad

What?

When?

Type Early Return?

Program

Year Term

Summary

Details Participants Contacts Tasks Log Documents

Dupe Delete Email My Cases Print Search and Report

LEARNING ABROAD CENTER

Help ID: Creation: Modification:

100 Browse

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Sharing Within

- Who needs to know? How much do they need/want to know?
 - Study Abroad Director, Dean, Provost
 - Campus Committee
 - Mental Health Office, Insurance
 - Legal and Risk Management
 - Media Relations
 - Police
 - Other?



Considerations

- Privacy Issues
 - FERPA: student records
 - HIPAA: medical records
- Need to know vs. Gossip

Example

- Incident Supporters
- Policy Makers/ “Up the ladder”
- Students/Travelers: Disclosure of risks and how to mitigate



After an Incident

- During
 - Document, Document, Document
 - Consult widely
- After
 - Debrief
 - Consider “next time”
 - Create/Improve Policy/Process
 - Communicate?

Sharing Externally

- Barriers
 - Competition
 - Embarrassment
 - No time... no means
- Benefits
 - Collective learning
 - Save money, time and resources
 - Avoid reputational harm

Case: Insurance

- Two examples:
 - Spring 2009: U.S. students drown abroad
 - Spring 2010: U.S. students in Haiti earthquake
- Who pays for/organizes search?
- Who makes decisions?
 - U.S: university, program provider, parents
 - Insurance, security/medical providers
 - Local: government, local authorities