

## SUGGESTED TALKING POINTS FOR WELCOME BY HEALTH DEPARTMENT LEADERSHIP

- On behalf of the (insert name) Health Department, thank you for coming today to participate in this After Action Review of our jurisdiction's response to the COVID-19 pandemic.
- We see this as an opportunity to reflect on our response and to identify our successes and challenges. And, most importantly, to identify actions we can take to improve and strengthen our future responses to public health and other emergencies in (insert name of County or Tribal Entity).
- As you may know the After Action Review process was developed by the U.S. Army more than 20 years ago to learn on-the-ground during and after events. It is based on the premise that the best source of actionable knowledge emerges from the experience of the individuals, such as yourself, who are directly involved in a response. So, again, we are very grateful to you for participating in this process.
- Throughout the meeting, we will be asking ourselves three main questions about key response activities:
  1. What did we expect to happen?
  2. What actually happened and why?
  3. How can we learn from the experience and improve moving forward?
- The work we do today, will result in a written report and improvement plan and we will distribute that product to all participants.
- (If facilitated by MTPHI)  
The Montana Public Health Institute, a private, non-profit corporation, is being funded by Montana Department of Public Health and Human Services to assist us with this review, and we are pleased to have (insert name) here to facilitate our After Action Review

Note: It would be helpful if the facilitators could furnish each jurisdiction with 2 or 3 key points about their professional experience that the HD leadership could use in their introduction to establish credibility.

