

What if a firefighter ran your Quality Improvement Program?

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What is a firefighter?

- Highly trained
- Professional person
- Who must use people, skills and equipment
- With incomplete information
- And high time pressures
- To solve a problem the firefighter did not create.

What do firefighters know
that will help your quality
assurance program?

Human Beings are limited.

Plan for their limitations.



A Test of Concentration.

- An exercise which will judge your perception skills.
- Remain silent
- Watch a video clip
- All I want you to do is count the number of times the White team passes the basketball.

Video clip by:
VisCog Productions, Inc.
3001 Weeping Cherry Drive
Champaign, IL 61822
dvd@viscog.com
<http://www.viscog.com>
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Plan for Human Error

- Manageable Span of Control
- LCES
- Redundant systems
- Checklists



People behave predictably.
Plan for those behaviors.



Authority

- Bunker gear is good to between 500 degrees and 700 degrees.
- Anything orange is over 1000 degrees



What to do?

- Sixty percent of subordinates won't speak up, even if they are going to die.
- Open lines of communications
 - Down to up
 - Up to down
- Utilize microtraining opportunities

When things go bad, and they will, remember to fight the fire.

- Things will go bad
- Plan for things to go bad, and have the system in place in advance.
- Continue to fight the fire.



People don't sue their friends.



How would a firefighter run your QA program?

- Understand and plan for human error
- Develop a communication model that works from all levels
- When things go bad, fight the fire
- Good public relations have a value beyond marketing



