



POLICY DIRECTIVE

Policy:	DOC 1.1.18 SYSTEMATIC CRITICAL INCIDENT REVIEW (SCIR)
Effective Date:	07/03/2024 Page 1 of 3
Revision Date(s):	
Signature/Title:	/s/ Brian Gootkin, Director

I. POLICY

The Department of Corrections conducts systematic critical incident reviews of serious incidents to develop an understanding of systemic influences and identify systematic improvements.

II. APPLICABILITY

All divisions, facilities, and programs Department-owned and contracted, as specified in contract.

III. DEFINITIONS: See Glossary

IV. DEPARTMENT DIRECTIVES

A. Case Selection

1. Categories of incidents potentially subject to review are as follows:
 - a. significant use of force with injury to offender or staff
 - b. claims from inmates regarding mistreatment
 - c. suicide
 - d. staff safety (assault/injury/death)
 - e. unexpected death of an inmate
 - f. escape
 - g. sensitive incident-potential liability
 - h. riot/uprising
 - i. high profile contraband cases
 - j. serious disciplinary action
 - k. critical incidents in community
 - l. sexual intercourse without consent
 - m. high frequency issue/complaint/public concern
 - n. equipment failures (embedded within the review itself)
 - o. other cases designated by the Director
2. Facility Administrators and Bureau Chiefs will continue to review all priority incident reports in accordance with *DOC 1.1.6 Priority Incident Reporting and Acting Director*.

B. Systematic Critical Incident Review (SCIR) Team

1. The purpose of the SCIR Team is to select which incidents to review and to ensure reliable information is collected and tracked through the various stages of the review and implementation process.
2. The Department's Executive Team will designate staff to serve on the SCIR Team. The SCIR Team will include designated staff from various facilities, bureaus, and units to ensure Department-wide representation. At minimum, there will be nine SCIR members.
3. A quorum of five SCIR Team members is required for the monthly SCIR Case Selection meeting.

C. Systematic Critical Incident Review Process

1. Incidents entered into the Department's offender management system and those reported to the SCIR Team or the Executive Team will be evaluated monthly by the SCIR Team to determine whether an incident will be reviewed and mapped.
2. The SCIR Team will collectively determine if any incidents should be selected for further review and mapping based on the criteria listed in IV.A.1 above. SCIR Team members are encouraged not to review and map incidents that occurred in their own facility, bureau, or unit. For each selected incident, at least one designated member of the SCIR Team will:
 - a. present it to the Department's Executive Team for final approval prior to beginning the review and mapping process; and
 - b. after final approval, conduct the review and mapping process.
3. The SCIR Team member(s) conducting the review will identify Department personnel and others who may have been involved in the incident to participate in a human factor debriefing. Human factor debriefings are voluntary for all staff. Staff will receive an electronic invitation to participate and will be provided with specific case identifying information.
4. The SCIR Team member conducting the review will notify the Facility Administrator or Bureau Chief that a case has been selected for further review but will not provide the names of the staff member(s) contacted for debriefing. The SCIR Team member may ask a Facility Administrator or Bureau Chief to assist in communicating with line staff for scheduling debriefing or mapping.
5. The SCIR Team member facilitates a meeting for the Facility/Bureau Mapping Team to analyze the human factors data and other systemic influences at several levels. Staff selected for the Mapping Team will include a cross-section of line staff, supervisors at various levels, and support staff (such as maintenance or administrative staff). Depending on the specific incident being reviewed, the SCIR Team may request additional Department staff to participate as ad hoc members with the established Facility/Bureau Mapping Team.
6. Each incident selected for review and mapping will be scored using the System Analysis Tool and software provided by Collaborative Safety.

D. Recommendations

1. The SCIR Team may develop considerations for improvements to present to the Department's Executive Team based on the cases reviewed, which may include enhancements to the following:
 - a. existing workflows
 - b. processes
 - c. policies
 - d. teamwork
 - e. communication
2. The SCIR Team members who completed the review and considerations will meet with the affected Division Chiefs in preparation for the case to be presented to the Department's Executive Team. The Division Chiefs will coordinate how the considerations may be implemented.
3. Considerations are either approved or left in surveillance. Considerations approved by the Department's Executive Team are considered formal recommendations.
 - a. If considerations are approved as recommendations, tracking and implementation are completed as soon as operationally feasible with the Division Chief's input.

- b. If considerations are left in surveillance, they are directed back to the monthly SCIR Team meeting for additional support or dissolution.
4. Approved considerations will be provided to the Communications Bureau Chief so that appropriate information about the review can be disseminated to staff.

E. System Learning Review

1. The purpose of the System Learning Review (SLR) is to provide a tool for facility or bureau level staff to more quickly review work processes or incidents prior to or instead of a full SCIR.
2. The Department's Executive Team will designate staff to be trained to use the SLR tool.
3. All information gathered through an SLR will be entered into the Collaborative Safety software.

V. CLOSING

Questions about this policy should be directed to the SCIR Team.

VI. REFERENCES

- A. 53-1-203, MCA
- B. DOC 1.1.6 *Priority Incident Reporting and Acting Director*