Missed emergency incident review

Template version 2026-09-26. Use this after any after-hours emergency that was missed, answered late or handled wrongly, within [NUMBER] days. It asks what happened and what to change, not who to blame. Where there was injury or an insurance claim, ask your counsel how the review should be written and kept.

1. What happened

Date [DATE]. Community and unit [COMMUNITY, UNIT]. What the resident reported, in their words: [DESCRIPTION]. What it turned out to be: [DIAGNOSIS]. Outcome [RESOLVED ON (DATE, TIME) / STILL OPEN]; work still to do [NONE / DETAIL], owned by [NAME].

2. Timeline

Build it from records, not memory: the call recording and report, the notification log, phone records and the work order. Add a row for every attempt, including the ones nobody answered.

Time	What happened	Source
[TIME]	Resident first calls	[CALL RECORD]
[TIME]	Call classified as [EMERGENCY / NOT AN EMERGENCY]	[CALL RECORD]
[TIME]	First notification to [NAME]	[NOTIFICATION LOG]
[TIME]	[ANSWERED / NO ANSWER / ESCALATED TO (NAME)]	[NOTIFICATION LOG]
[TIME]	Technician calls the resident back	[PHONE RECORD]
[TIME]	Hazard made safe [WATER OFF / POWER OFF / AREA SECURED]	[TECHNICIAN]
[TIME]	Technician on site	[WORK ORDER / TECHNICIAN]

3. Was it recognized as an emergency

[YES / NO]. If not: did the written criteria cover it [YES / NO / UNCLEAR], did the caller describe it in a way the criteria missed, or did the call take a path meant for something else? Quote the criteria as they stood that night: [TEXT].

4. Did the right person hear about it in time

Who was on the schedule [NAME], and was the schedule current [YES / NO, BECAUSE]. How long from the first call to the first notification [MINUTES], and to the technician's callback to the resident [MINUTES], against the target of [MINUTES]. If escalation ran, did each step happen as the call order says [YES / NO, BECAUSE].

5. What contributed

Mark everything that applies, then explain each: [ ] criteria unclear or silent, [ ] schedule out of date or swap not recorded, [ ] phone off, silenced or out of range, [ ] a number missing or wrong, [ ] vendor unavailable, [ ] language or description, [ ] something else: [DETAIL].

6. The effect

On the resident: [DESCRIPTION]. On the unit and building: [DAMAGE]. Estimated cost [AMOUNT]. Anyone hurt or at risk [NO / DETAIL]. Other units affected [NONE / WHICH].

7. What we are changing

One row per change, each with an owner and a date.

Change	Owner	Due	Done
[CHANGE TO CRITERIA, SCHEDULE, CALL ORDER OR NUMBERS]	[NAME]	[DATE]	[ ]
[CHANGE]	[NAME]	[DATE]	[ ]

8. Following up with the resident

[NAME] spoke with the resident on [DATE] about what happened and what is changing. Anything offered: [NONE / DETAIL, APPROVED BY ROLE].

9. Sign-off

Reviewed by [NAMES] on [DATE]. Shared with [MAINTENANCE TEAM / REGIONAL MANAGER / ANSWERING SERVICE]. [ROLE] checks on [DATE] that every change in section 7 is done.

For the team

On [DATE], an emergency at [UNIT], [DESCRIPTION], [WAS MISSED / WAS ANSWERED LATE / WENT TO THE WRONG PERSON]. The main reason was [REASON]; the review looked at what contributed, not at blame. What changes, from [DATE]: [CHANGES]. If you are on call, the one thing to do differently is [INSTRUCTION]. Questions go to [ROLE].