Incident Management Team Survey

This survey can help identify opportunities for improvement within organizations responding to public health incidents. It is intended to take approximately 15 minutes to complete. Participation is voluntary, and you can choose to skip any question for any reason. The data are not used to evaluate the performance of individuals, and your name will not be attached to your responses in any reporting of results.

Instructions: Answer these questions about the management of the incident. Some of the questions might appear redundant or duplicative; redundancies are designed to capture different elements of incident management (IM) structured around five critical domains. There are no right or wrong answers. Feel free to write a short descriptive explanation of your answer, particularly for questions that you might feel strongly about (such as “Strongly Agree” or “Strongly Disagree” responses).

Respondent Background

Primary role:
- IM leadership (e.g., chiefs, leads, command staff)
- IM technical and scientific response staff
- IM general staff (field and office staff not already listed)
- Other: ______________________

During your career, how many incidents have you helped to manage?

________________________

Total years of experience in existing or similar IM role:
- 0–1 year
- 2–5 years
- 6–10 years
- More than 10 years

Type of organization you work for:
- State
- Local
- Tribal
- Territorial
- Federal
- Other (describe)
Domain 1: Situational awareness and information-sharing
The perception and characterization of incident-related information to identify response needs

1. I am confident that I can identify information relevant to my IM-related job.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

   Explanation for rating:
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

2. I have enough information to adequately do my job.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

   Explanation for rating:
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
3. I can make decisions quickly enough because I have adequate information.
   - [ ] Strongly disagree
   - [ ] Disagree
   - [ ] Neutral
   - [ ] Agree
   - [ ] Strongly agree

   Explanation for rating:
   ___________________________________________________________
   ___________________________________________________________
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4. I receive required information in time for it to be useful for me.
   - [ ] Strongly disagree
   - [ ] Disagree
   - [ ] Neutral
   - [ ] Agree
   - [ ] Strongly agree

   Explanation for rating:
   ___________________________________________________________
   ___________________________________________________________
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Is there anything else you would like to share about situational awareness and information-sharing as it relates to how this incident was managed?

   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
Domain 2: Incident action and implementation planning
The articulation and communication of decisions in coherent incident action plans

5. I am aware of the objectives for the current phase of the overall response.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

Explanation for rating:
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6. I believe current objectives are achievable (given factors such as the incident’s current status, available IM team resources, etc.).
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

Explanation for rating:
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7. I understand how to do the tasks assigned to me.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

Explanation for rating:
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8. I understand how my tasks relate to broader response efforts.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

Explanation for rating:
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9. My supervisor(s) and I agree on which of my tasks are highest priority.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

Explanation for rating:
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Incident Management Measurement Toolkit
10. The IM team’s current pace of decisionmaking matches with the pace of the incident (i.e., decisions are timely).

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Explanation for rating:

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11. IM leadership clearly states their decision(s) or provisional decision(s) and communicates them to me.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Unable to judge

Explanation for rating:

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Is there anything else you would like to share about incident action and implementation planning as it relates to how this incident was managed?

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_____________________________________________________________________
_____________________________________________________________________
Domain 3: Resource management and mobilization

The deployment of human, physical, and other resources to match ongoing situational awareness, identification of roles, and relevant decisions

12. The IM system was stood up quickly enough after first report of the incident.

☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree
☐ Unable to judge

Explanation for rating:

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13. I am able to anticipate the availability of resources.

☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree
☐ Not applicable

Explanation for rating:

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_____________________________________________________________________
_____________________________________________________________________
14. The process to request resources is convenient.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree
   - Unable to judge

Explanation for rating:

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15. While managing this incident, my stress level remains reasonable.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

Explanation for rating:

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16. The actions taken to address my stress are adequate.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

Explanation for rating:

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17. I am able to maintain my well-being over the course of the incident.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Explanation for rating:

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18. I feel safe working during this incident.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Explanation for rating:

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Is there anything else you would like to share about resource management and mobilization as it relates to how this incident was managed?

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_____________________________________________________________________
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Domain 4: Coordination and collaboration

The processes of mutual adjustment between internal and external actors involved in IM to reach a common objective

19. I am aware of other IM team members’ roles and activities that have an impact on my job.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Explanation for rating:

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20. I am aware of external partners’ roles and activities that have an impact on my job.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Explanation for rating:

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21. I am aware of my own limits of authority when it comes to making decisions.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Explanation for rating:
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22. I know whom to ask for permission to engage in activities if/when required.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Explanation for rating:
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Is there anything else you would like to share about **coordination and collaboration** as it relates to how this incident was managed?
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
Domain 5: Feedback and continuous quality Improvement

The collection and use of information about past operational periods to identify lessons for current and future responses

23. I know how to address correctable problems.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

Explanation for rating:
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24. It is easy for me to approach superiors about problems I cannot address.
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

Explanation for rating:
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25. The same problems with IM do not arise repeatedly in this incident.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Explanation for rating:

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_____________________________________________________________________
_____________________________________________________________________

Is there anything else you would like to share about feedback and continuous quality improvement as it relates to how this incident was managed?

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_____________________________________________________________________
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Final Section

26. Overall, I feel this incident was managed well.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Explanation for rating:

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_____________________________________________________________________
_____________________________________________________________________
27. Please let us know if there is anything else you want to mention on how well this incident was managed.

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________