

# The Four ARR Questions

- 1 What did we expect to happen?
- 2 What actually happened?
- 3 Why was there a difference?
- 4 What have we learnt?



**AFTER** ↻  
**ACTION** ↻  
**REVIEW** ↻



The information contained in this leaflet was informed by work undertaken by University College Hospitals London NHS Foundation Trust.

# After Action Review Staff Information Leaflet



**AFTER** ↻  
**ACTION** ↻  
**REVIEW** ↻



## What is an After Action Review (AAR)?

An After Action Review (AAR) is a structured, facilitated discussion of an event, which helps the individuals involved:

- Identify what was expected to happen and what actually happened
- Understand why the outcome differed from that which was expected
- Identify what went well and what did not go as well as expected
- Identify learning that can be implemented and shared to inform improvement.

AAR can also be used to review events where there was a positive outcome i.e. to better understand the reasons why a situation went well and whether there was any learning that the team should seek to replicate in the future.



## How will AAR help me and my team?

Whatever your role, you come across difficult and challenging moments each and every day. They are often unexpected, for instance, when whatever you planned didn't quite happen the way it was supposed to. How you deal with those moments can often define the way you, your team and service progress and grow.

AAR exists to create a personal and team opportunity to share, understand, learn and ultimately improve outcomes and experiences of care.

## What can I expect when I attend an AAR session?

That the AAR is held in a safe environment and is facilitated by a person trained in the conduct of AAR.

That sufficient time has been allocated to enable relevant multidisciplinary involvement.

That ground rules for the conduct of the review are set to enable equal and respectful participation of all attending.

That the meeting will have a clear focus and be structured around the following four questions;

- What did we expect to happen?
- What actually happened?
- Why was there a difference?
- What have we learnt?

## What are the benefits of taking part in an AAR?

The team will gain an understanding of:

- the event from the perspective of all involved
- their individual roles in the overall context of the event
- how the system operated at the time of the event
- why the expected outcome was/was not achieved.

AAR will allow the team to ascertain the systems strengths and weaknesses and the learning from the event. AAR will also assist the team in identifying any changes required to support team improvement.



## How do I request an AAR?

A request to hold an AAR should be made to your local Quality and Patient Safety Office (or equivalent).

