SIGNIFICANT EVENT ANALYSIS – PRIMARY CARE

A. INCIDENT MANAGEMENT CONTINUUM

1) **Before** the Incident – leadership, safe & just culture, plan resources
2) **Immediate** Response – support patients, providers; report; secure; disclose; reduce risk
3) **Prepare** for Analysis – preliminary investigation, identify team, plan interviews & meetings
4) **Analysis** Process
5) **Follow Through** – implement recommendations, monitor & assess effectiveness
6) **Close** the Loup – share what was learned (spread)

B. ANALYSIS

1. **What Happened**

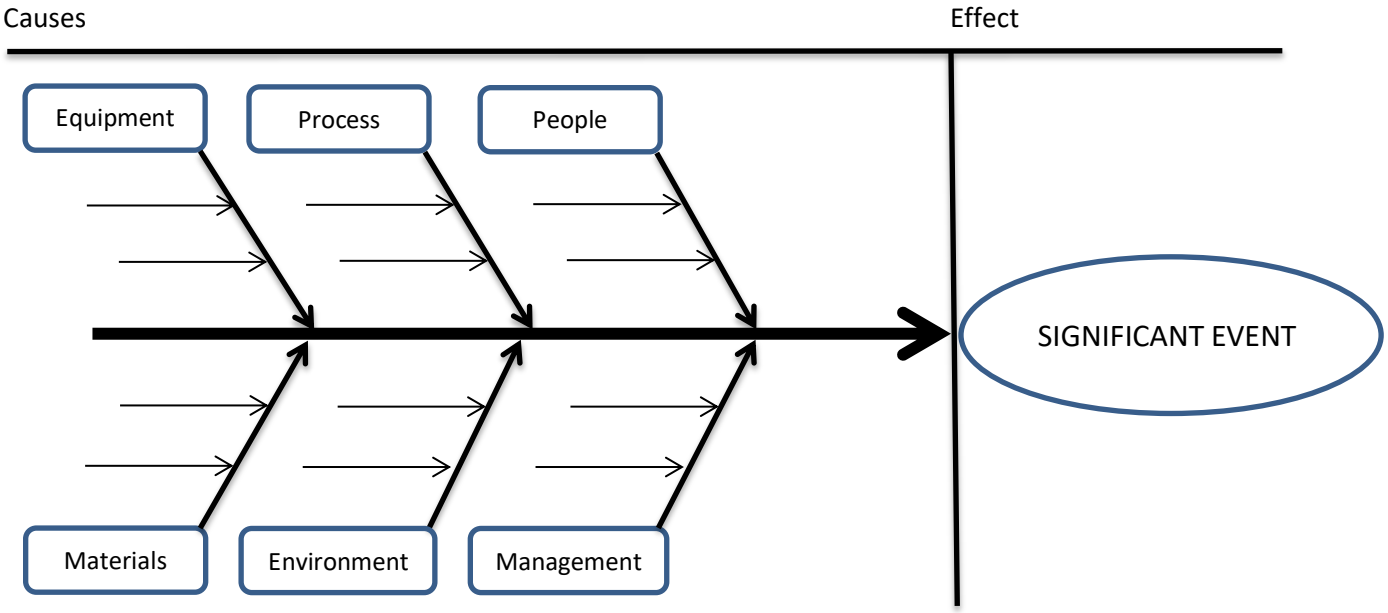
2. **How & Why did it Happen**

3. **What can be Done to Reduce Risk of Recurrence**, i.e. Make Care Safer

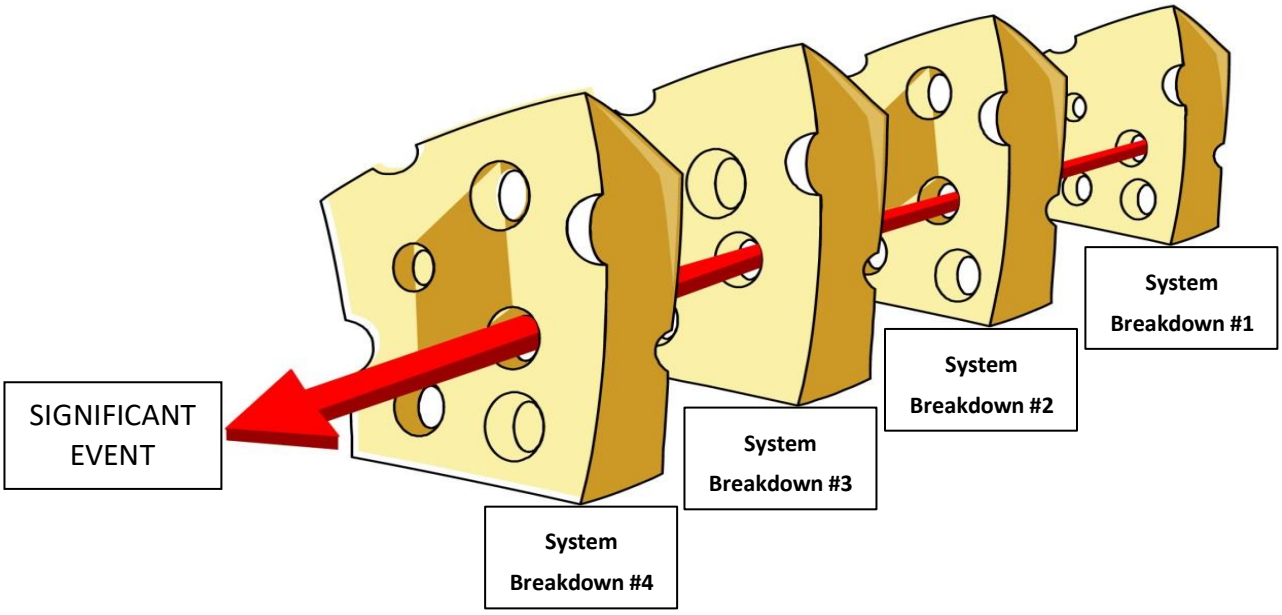
C. TOOLS FOR ANALYSIS

i. Fishbone Diagram of Incident (Ishikawa Diagram)
ii. Reason's Swiss Cheese Model

i. Fishbone Diagram



ii. Reason's Swiss Cheese Model



D. SUMMARIZE & PRIORITIZE RECOMMENDED ACTIONS

For each Recommendation, identify

i) Risk (of incident happening again)

ii) Priority (of opportunity to improve)

iii) Predictors of Success (for changes to system)

iv) System Levels Targeted

v) Implementation of improvement opportunity (what next steps are required)

E. OTHER EXPECTATIONS

To promote a "Safe" Culture:

a. Review the Analysis with all members involved before its release.

b. Ensure the Analysis stays at the SYSTEM LEVEL. Avoid Human Factor analysis.

c. Ask each person involved in the Analysis to sign a CONFIDENTIALITY AGREEMENT.

d. Maintain the anonymity of individuals involved in the Analysis of What Happened.

F. ADAPTED FROM:

1. ***Canadian Incident Analysis Framework***, Canadian Patient Safety Institute (CPSI), Institute for Safe Medication Practices Canada, Saskatchewan Health, Patients for Patient Safety Canada, Edmonton, AB, 2012
2. ***Patient Safety and Incident Management Toolkit***, CPSI, 2015, http://www.patientsafetyinstitute.ca/english/toolsresources/patientsafetyincidentmanagementtoolkit/Pages/default.aspx
3. ***Patient Safety & Clinical Skills: Significant Event Analysis***, NHS Education for Scotland, https://learn.nes.nhs.scot/Resource/View/514 and http://www.nes.scot.nhs.uk/media/346578/sea_-_full_guide_-_2011.pdf