



## CANADIAN INCIDENT ANALYSIS FRAMEWORK

### *Analysis Team Membership, Roles and Responsibilities*

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## C. ANALYSIS TEAM MEMBERSHIP, ROLES AND RESPONSIBILITIES

**Leader:** someone knowledgeable about the general type of incident and has organizational authority to implement the process.

*Attributes:*

- Has strong analytical and clinical skills in the subject area.

*Responsibilities:*

- Keeps team focused on incident.
- Provides support for cultural change.
- Supports team members in their analysis.
- Removes barriers faced by team members.

**Facilitator:** quality specialist or risk manager with knowledge and self-confidence.

*Attributes:*

- Expertise in analytical methods and techniques.
- Skilled at group dynamics.
- Skilled at delegation.
- Skilled at group consensus building.

*Responsibilities:*

- Coordinates team meetings.
- Keeps team focused on event.
- Facilitates constructive dialogue.
- Monitors timelines.
- Ensures that analysis process is followed per organizational protocol.
- May be responsible for ensuring completion of final report.

### **Individuals knowledgeable about subject area:**

Depending on the type of incident, this will vary. Clinical and non-clinical staff (including those involved in the incident and several who were not) provide valuable insight. For instance, teams for suicide incidents may include physical plant or architecture staff, housekeepers, nurses, security personnel, etc. Teams analyzing medication events may include pharmacists, biomedical engineers, information technologists, physicians, nurses, unit clerks, pharmacy technicians, etc. Teams for patient falls may include physiotherapists, rehabilitation staff, nurses, nursing aides, etc.

*Attributes:*

- Extensive knowledge of the subject area.
- Credibility within organization.
- Analytical, open-minded.
- Interested.

*Responsibilities:*

- Provide information relevant to the different steps involved in the incident.
- Provide information on the usual process.
- Help identify contributing factors and actions relevant to current practice.

## **Patient/family or representative:**

### *Attributes:*

- Understanding of the incident from a perspective different from others in the team.
- Ability to communicate their perspective and understanding of the incident.

### *Responsibilities:*

- Provide their opinion, knowledge of the incident and other information to facilitate the identification of what happened, how and why it happened, and what can be done to prevent recurrence.
- Participate in constructive dialogue.

## **Senior leadership:**

### *Attributes:*

- Authority for decision-making.
- Drives the safety culture by example.

### *Responsibilities:*

- Ensures that actions are implemented once approved.
- Ensures that staff are scheduled away from normal duty to participate in analysis.
- Ensures that results of analysis are communicated broadly.
- Ensures that healthcare providers and patient/family or representative involved are supported.

## **Other staff or consultants:**

Include outside agencies as appropriate (home care, EMS, vendors, etc.). They can provide information that is not available to members inside the organization.

### *Attributes:*

- Specific knowledge of equipment, technology, etc. that may have contributed to event or may be required for actions.

### *Responsibilities:*

- Provide expert opinion and knowledge to facilitate identification of contributing factors and/or development of recommended actions.

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