



CLOSE THE LOOP

Share learning (internally and externally)

FOLLOW THROUGH

Implement recommended actions
Monitor and assess the effectiveness of actions

BEFORE THE INCIDENT

Ensure leadership support
Cultivate a safe and just culture
Develop a plan including resources

ANALYSIS PROCESS

Investigate what happened
Understand how and why it happened
Develop and manage recommended actions

IMMEDIATE RESPONSE

Care for and support patient/family/providers/others
Report incident
Secure items
Begin disclosure process
Reduce risk of imminent recurrence

PREPARE FOR ANALYSIS

Preliminary investigation
Select an analysis method
Identify the team
Coordinate meetings
Plan for/ conduct interviews

INCIDENT MANAGEMENT

PATIENT SAFETY MANAGEMENT

SYSTEM FACTORS