INCIDENT MANAGEMENT

BEFORE THE INCIDENT
- Ensure leadership support
- Cultivate a safe and just culture
- Develop a plan including resources

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

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

FOLLOW THROUGH
- Implement recommended actions
- Monitor and assess the effectiveness of actions

CLOSE THE LOOP
- Share learning (internally and externally)

PATIENT SAFETY MANAGEMENT

SYSTEM FACTORS