

Using Incident Analysis to Improve Patient Safety Workshop



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Aims

The aims of the workshop are to help staff to:

- understand the importance of using a systematic approach to analyse an incident and act to improve the safety of patient care
- carry out an analysis of an incident properly, focusing on systems improvements.

Learning objectives

The objectives of the workshop are to help staff to:

- know key findings from the evidence base on analysis of incidents, including what's involved in human factors, and why analysis of incidents can fail in healthcare settings
- describe an incident properly for analysis purposes
- identify and analyse the systems or processes involved in the incident and how a systems failure could have happened
- find the problems that occurred in the incident and the causes and contributory factors of the incident
- identify the action needed to reduce the chance that the incident will happen again
- know how to measure the effectiveness of action.

The workshop is set in the context of implementing NHS England's Patient Safety Incident Response Framework (PSIRF).

Format

The workshop leader makes brief presentations and leads the participants through the work needed to achieve the stated objectives. The participants, working in small teams, carry out an analysis, to the extent possible, in the workshop.

Materials

Each participant receives a 110–page reference book on the process, *Using Incident Analysis to Improve Patient Safety*, and a workbook that structures the work carried out during the day on an incident. Certificates of participation in the workshop are provided.

Certification

This workshop is Certified as conforming to Continuing Professional Development (CPD) requirements by The CPD Certification Service.