Using Incident Analysis to Improve Patient Safety Workshop

PROGRAMME

09.00 **Registration**

Welcome and introductions

Representative of the healthcare organization
Healthcare Quality Quest workshop leader

The need for analysis of incidents — *An overview of benefits and drawbacks of analysing an incident, important points from the evidence base on how a typical analysis of an incident can fail to improve patient safety and how the NHS England Patient Safety Incident Response Framework (PSIRF) fits in*

Brief presentation
Participants discuss their experiences with analysing an incident, if any

How to seek all the facts about an incident and obtain information needed — *The first two stages in the analysis process*

Brief presentation
Participants carry out initial steps in an analysis of an incident or a near miss

10.45 **Break**

11.00 **How to seek all the facts about an incident and obtain information needed *(continued)***

How to learn about relevant systems or processes — *Consideration of human factors and intended, usual, actual systems or processes related to the incident*

Brief presentation
Participants analyse systems or processes involved in an incident

12.30 **Lunch**

13.30 **How to learn about relevant systems or processes *(continued)***

How to validate the analysis and identify problems and their causes — *Finding exactly what caused and contributed to the incident*

Brief presentation
Participants use tools to describe problems, causes of and contributing factors for an incident

15.00 **Break**

15.15 **How to validate the analysis and identify problems and their causes *(continued)***

How to identify the patient safety improvement needed, establish and implement the right actions to achieve the improvement and determine the effectiveness of actions taken — *Strategies for acting on the findings of the analysis and measuring if actions made things safer for patients*

Brief presentation
Participants plan action for the analysis completed and measurement of the effectiveness of action

16.30 **Workshop evaluation and adjourn**

HEALTHCARE QUALITY QUEST