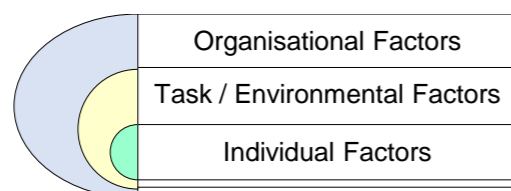


Patient Safety Incident Response Framework

Contributory and mitigating factors classification – Print only in A3



External context factors	Components
National guidelines and policies	<ul style="list-style-type: none"> • Impact of national policy/guidance (DHSC/professional colleges, etc) • Locum/agency policy and usage • Contractor related
Economic and regulatory context	<ul style="list-style-type: none"> • Service provision • Bed occupancy levels (opening/closures) • Private finance initiative related • Equipment loan related • Financial constraints • Resource constraints
Societal factors	<ul style="list-style-type: none"> • Values • Beliefs

Organisational and strategic	Components
Structure	<ul style="list-style-type: none"> • Hierarchical structure (discussion, problem-sharing, etc) • Roles, responsibilities and accountability • Multidisciplinary working • Clinical/managerial approaches • Maintenance • Service-level agreements/contractual arrangements • Safety terms and conditions of contracts
Priorities/resource	<ul style="list-style-type: none"> • Safety focus • Finance focus • External assessment focus • Workforce resource management • Estates and technology resource management
Safety culture	<ul style="list-style-type: none"> • Safety/efficiency balance • Commitment to safety • Openness of culture and communication • Risk tolerance • Approach to escalation of concerns • Leadership response to whistleblowing
Policy, standards and goals	<ul style="list-style-type: none"> • Organisational processes (formal) • Organisational processes (informal) • Processes between/spanning organisations

Operational management factors	Components
Safety focus	<ul style="list-style-type: none"> • Rule compliance • Dealing with risks from past incidents • Awareness of current practice • Adherence to current practice • Empowerment of staff to act
Work planning and delivery	<ul style="list-style-type: none"> • Risk management plans • Scheduling • Incentive schemes • Contingency planning
Staffing levels and skill mix	<ul style="list-style-type: none"> • Skill mix • Staff to patient ratio • Workload/weighting/dependency • Temporary staff • Staff turnover
Workload, shift patterns, hours of work	<ul style="list-style-type: none"> • Working hours • Work breaks • Workload (under/over/balanced) • Extraneous tasks • Social relaxation, rest and recuperation
Training design	<ul style="list-style-type: none"> • Training needs analysis • Training design • Training/education content • Targeted training • Style of delivery • Time of day provided
Training availability/accessibility	<ul style="list-style-type: none"> • Training availability/accessibility • Core skills training • On the job training • Emergency scenario training (skills drills) • Team training • Refresher training
Staff supervision	<ul style="list-style-type: none"> • Orientation • Personal supervision • Monitoring of supervision (assessment) • Mentorship
Staff competence	<ul style="list-style-type: none"> • Knowledge • Skill • Experience • Familiarity with task • Competence testing and assessment

Workplace factors	Components
Environmental factors	<ul style="list-style-type: none"> • Capacity • Fixture or fitting • Separation • Safety • Cleanliness/hygiene • Temperature • Lighting • Noise levels • Distractions (audio) • Distractions (visual) • Ligature/anchor points
Design of physical environment	<ul style="list-style-type: none"> • Work area design (eg size, shape, visibility, screens, space, storage) • Security provision • Lines of sight • Use of colour contrast/patterns (walls/doors/flooring, etc) • Space design (adjustable furniture, panic buttons, positioning, etc)
Administrative factors	<ul style="list-style-type: none"> • Administrative work systems • Administrative infrastructure (phones, bleep systems, etc) • Administrative support

Equipment and technology factors	Components
Displays	<ul style="list-style-type: none"> • Information/feedback available • Information clarity • Information consistency • Information legibility • Information Interference • Information displays (colour, contrast, anti-glare screens, etc)
Integrity and maintenance	<ul style="list-style-type: none"> • Working order • Reliability • Safety features (fail to safe, etc) • Maintenance programme • Emergency back-up services (power, water, piped gases, etc)
Positioning and availability	<ul style="list-style-type: none"> • Availability • Accessibility • Position/placement • Storage • Emergency backup equipment
Usability/design	<ul style="list-style-type: none"> • Controls • Intuitiveness • Use of colour • Use of symbols • User manual • Detectability of problems • Use of items which have similar names or packaging • Compatibility

Team and social factors	Components
Culture	<ul style="list-style-type: none"> • Approach to newcomers • Approach to adverse events • Approach to conflict • Approach to rules/regulations • Approach to seeking support • Approach to interprofessional challenge • Interpersonal relationships • Power relationships
Team structure and consistency	<ul style="list-style-type: none"> • Shared understanding • Familiarity • Mutual respect • Clarity of roles and responsibilities • Congruence of roles and responsibilities • Informal support networks
Leadership	<ul style="list-style-type: none"> • Clinical leadership • Managerial leadership • Leadership impact • Leadership decision-making • Timeliness of leadership action • Respect for leadership • Formal support networks for staff
Communication management	<ul style="list-style-type: none"> • Communication strategy and policy documents • Involvement of patient/family/carers in treatment and decisions • Communication of risks to patient/family/carers • Communication of risks to staff • Communication of risks to the board • Information from patient/family/carers • Communication flow to staff up, down and across • Communication with other agencies (partnership working) • Measuring effectiveness of communication
Verbal communication	<ul style="list-style-type: none"> • Tone of voice • Style of verbal communication delivery • Use of language • Specificity • Direction • Channel/route • Verbal communication aids/equipment
Written communication	<ul style="list-style-type: none"> • Readability • Accessibility/availability • Collated • Completeness • Contemporaneous • Accuracy • Currency • Circulation of written information • Patient identification • Information to patients
Non-verbal communication	<ul style="list-style-type: none"> • Body language/gestures/facial expression

Task factors	Components
Clinical condition	<ul style="list-style-type: none"> • Pre-existing co-morbidities • Complexity of condition • Seriousness of condition • Options available to treat condition
Plans, guidelines, policies, procedures and protocols	<ul style="list-style-type: none"> • Informative • Instructional • Representative • Routine use • Usability • Currency • Accuracy • Availability • Accessibility (ambiguous, complex, irrelevant, incorrect) • Monitoring • Review • Targeting/focus (ie audience)
Decision-making aids (information/results/tools/machines, etc)	<ul style="list-style-type: none"> • Available • Accessible • Working • Accurate • For prioritisation of tasks • Access to specialist advice • Access to technical information, flow charts and diagrams
Procedural or task design and clarity	<ul style="list-style-type: none"> • Task complexity • Task memorability • Understandable • Agreed with staff (feasibility) • Time allocation • Task sequencing/stage sequencing • Workload (under/over/balanced) • Compatibility of tasks/task stages • Competing task demands • Feedback from the task • Transferability to/from other situations • Influence on task/outcome • Automation • Audit, quality control, quality assurance

Individual patient factors	Components
Physical factors	<ul style="list-style-type: none"> • Physical health/condition • Nutrition/hydration • Age related • Body mass related
Social factors	<ul style="list-style-type: none"> • Cultural/religious beliefs • Language/communication • Lifestyle choices • Life events • Living accommodation • Support networks • Social protective factors (relevant to mental health services) • Risk tolerance • Engagement/motivation/compliance/concordance • Interpersonal relationships (staff-patient; patient-family; staff-family)
Psychological factors	<ul style="list-style-type: none"> • Mental health • Mental capacity • Learning disability • Intent (relevant to mental health services)

Individual staff factors	Components
Physical health	<ul style="list-style-type: none"> • General health (nutrition, hydration, wellness, fitness) • Health related conditions (eg eyesight, dyslexia)
Psychological/mental health	<ul style="list-style-type: none"> • Mental health • Mental alertness • Motivation level (boredom, complacency, low job satisfaction)
Social domestic factors	<ul style="list-style-type: none"> • Domestic (family related) • Lifestyle (financial, housing, etc) • Language
Personality factors	<ul style="list-style-type: none"> • Confidence • Risk awareness/risk tolerance
Social factors	<ul style="list-style-type: none"> • Motivation and values • Beliefs and expectations • Attitudes • Habits
Cognitive factors	<ul style="list-style-type: none"> • Focus/attention • Perception • Reasoning and decision-making • Group influence • Workload (underload/overload/well-balanced)