Understanding and learning from errors and managing clinical skills

If you have any concerns, contact us:
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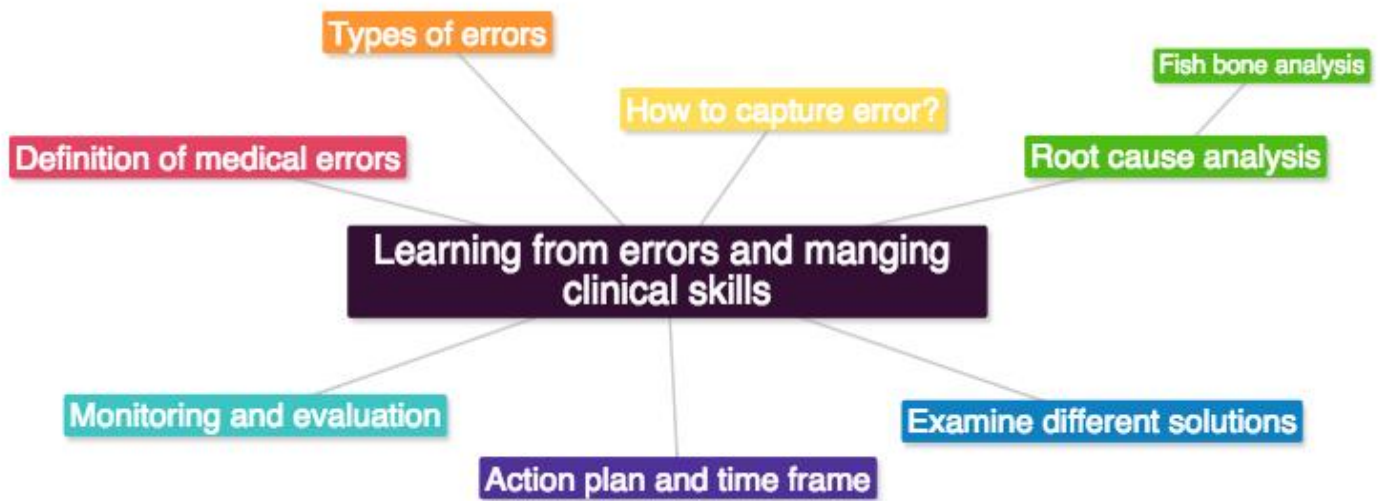Done by: Noura Ahmed & Felwa Alharthi

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Slides	Important	Explanation

1

Mind Map

Mind Map:

Types of errors

How to capture error?

Fish bone analysis

Definition of medical errors

Root cause analysis

Learning from errors and manging clinical skills

Monitoring and evaluation
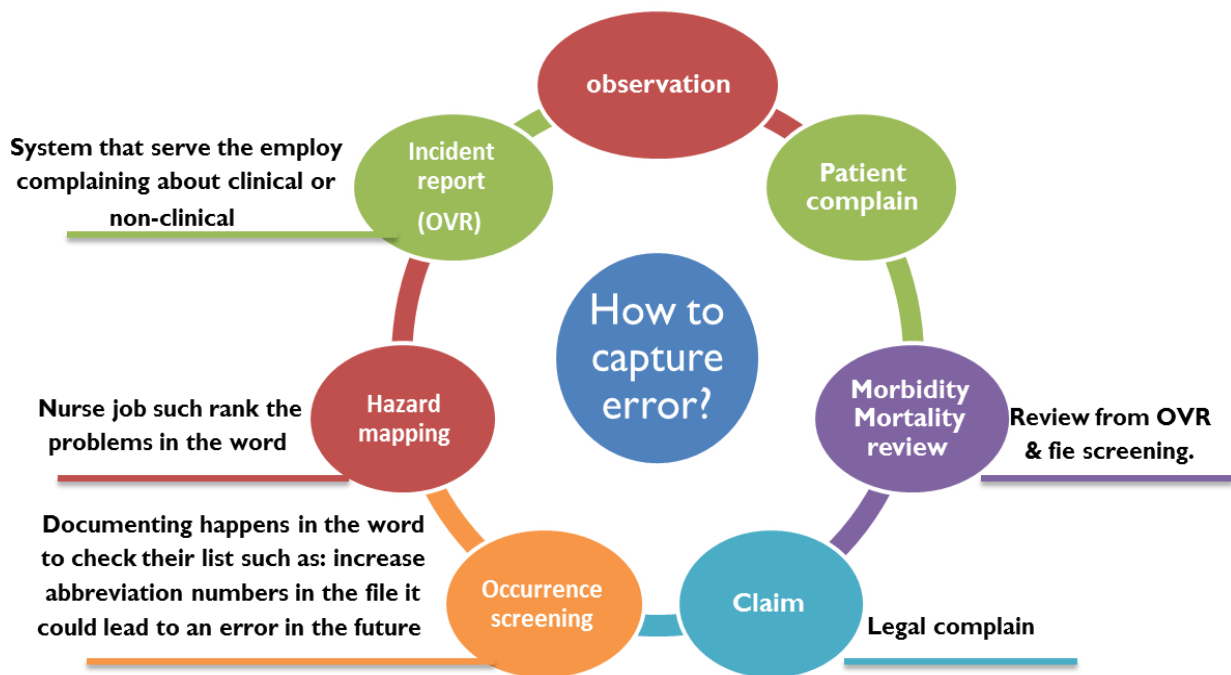
Action plan and time frame

Examine different solutions

Medical error:

Failure of planned action to be completed as intended or the use of wrong plan to achieve an aim.

Types of errors: Important

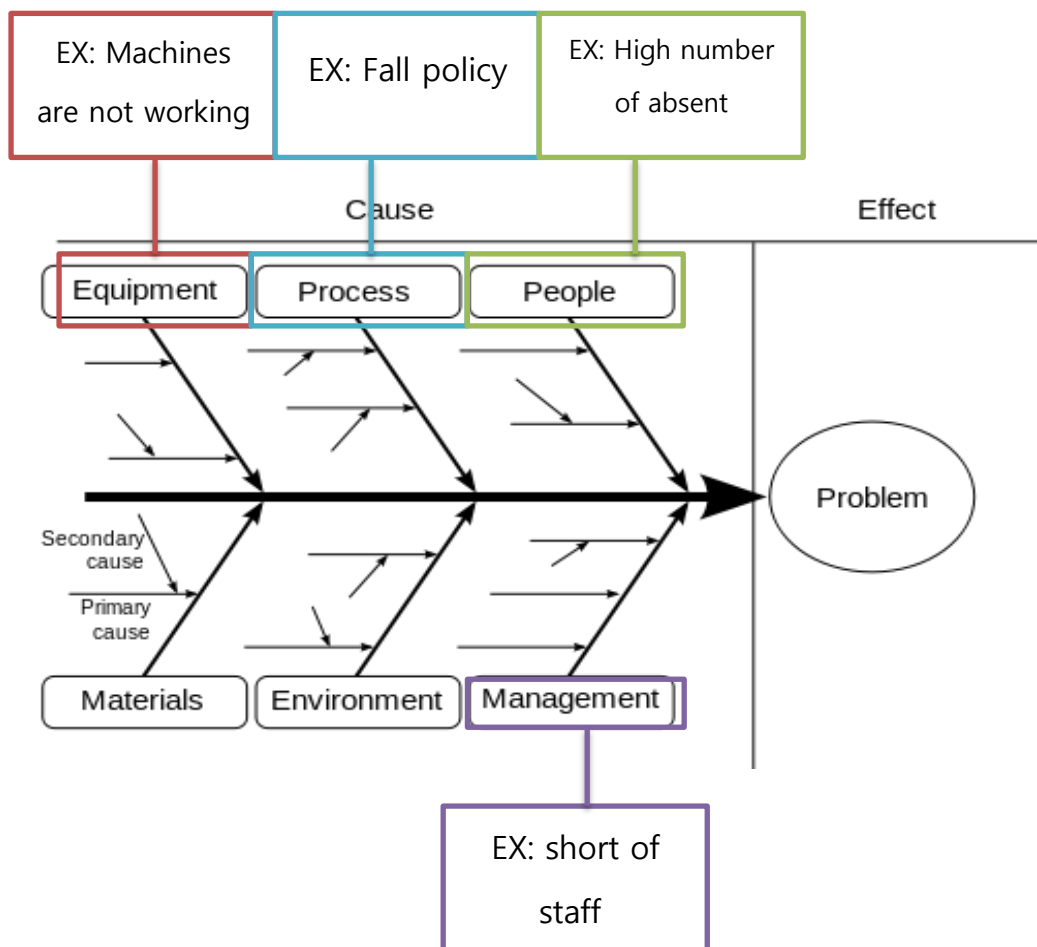|	
Adverse Event	• defined as incidents in which harm resulted to a person receiving health care. They include infections, falls resulting in injuries,
Sentinel Event	• A sentinel event is an unexpected occurrence involving death or serious physical or psychological injury ex:opperating on the wrong side or wrong patient.
Major event	• simpler and it's a complication not sentinel that causes death such as blood transfusion
Near Miss	• incidence about to happen but by chance didn't occur.
Medication Errors	• is any preventable event that may cause or led to inappropriate medication use or patient harm.

How to capture error?

- observation
- Patient complain
- Morbidity Mortality review — Review from OVR & fie screening.
- Claim — Legal complain
- Occurrence screening — Documenting happens in the word to check their list such as: increase abbreviation numbers in the file it could lead to an error in the future
- Hazard mapping — Nurse job such rank the problems in the word
- Incident report (OVR) — System that serve the employ complaining about clinical or non-clinical

Root cause analysis (Fish bone analysis):

Is an approach for identifying the underlying causes of why an incident occurred so that the most effective solutions can be identified and implemented.

It's not necessary to fill all of the six it depend on the problem

EX: Machines are not working

EX: Fall policy

EX: High number of absent

Cause

Effect

Equipment

Process

People

Secondary cause

Primary cause

Problem

Materials

Environment

Management

EX: short of staff

Examine different solution:

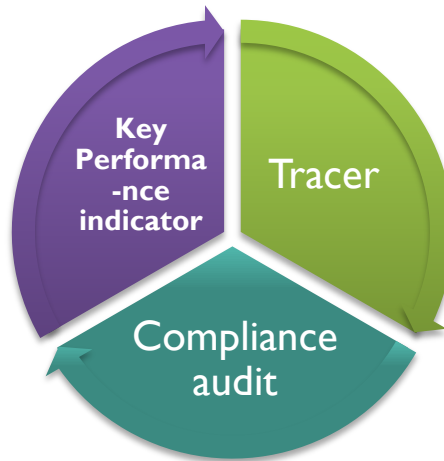| Structural control Doing phyisical change	Administrative changes management change	Personal measures update the staff
• Reconstruction • Anti slippery floors • Hood	• Policies • Protocols • Job descriptions	• Personal protective equipment (PPEs) • Counceling

Action plan and time frame

For Example: Patients fall

Objective (what)	Actions (how)	Responsible(who)	Timescale (when)	Progress (review regularly and sign off when completed)
↑ Patients fall	Handler	Engineering	3 moths	متابعة القضية

Monitoring and evaluation

Reassessment <u>through different method</u>

Questions

1. **Which one of the following is defined as an unexpected occurrence involving <u>serious</u> injury (ex: death):**
   A. Sentinel Event
   B. Major event
   C. Near Miss

2. **Which one of the following is an approach for identifying the underlying causes of why an incident occurred?**

   A. Declaration of Helsinki
   B. Fish bone analysis

1.A   2.B