# Analyze Patient Safety Incidents to Enhance Systems of Care

**Created by:** April Kam MD MScPH FRCPC, Tamizan Kherani MD FRCPC MSc, and Selena Au MD MSc FRCPC (for the Royal College CanMEDS Leader Role Tool Kit).

## BOPPPS LESSON PLAN for RESIDENT HALFDAY

*Adapted from* [*Instructional Skills Workshop (ISW) Handbook for Participants*](https://www.iswnetwork.ca/isw-handbook/)

**Note:** If you are teaching this workshop virtually, see [11 Tips for Virtual Teaching](https://www.royalcollege.ca/mssites/tipsforvt/en/index.html#/) for some helpful guidance.

**Note:** There are also online Case Studies in Patient Safety Incidents (<https://www.royalcollege.ca/mssites/leaderresource/patientsafetycasestudies/en/index.html>) that may be used as part of this workshop.

Some ideas for incorporating the cases:

* Use in lieu of the case(s) in the PowerPoint slide deck
* Add an activity around the cases (small or large group)
* Assign as a post workshop activity for learners to practice analyzing and reporting patient safety incidents

|  |  |
| --- | --- |
| **Title: Analyze Patient Safety Incidents to Enhance Systems of Care**  | **Date:**  |
| **Bridge-In:** Course instructor to establish relevance of patient safety incident analysis Tell a story: Was there a case that influenced instructor to teach this course? Alternatively, can survey room to see how many learners were ever involved in a safety event, even peripherally. |
| **Learning Objectives**By the end of this session, you will be able to:1. Outline a structured approach to incident analysis as part of a Canadian Incident Analysis Framework.
2. Explain the importance of reporting an incident to the incident analysis process.
3. Apply methods/tools to analyze an incident with a patient safety lens.
4. Explain how to develop effective recommendations for improvement.
 |
| **Pre-Assessment**Formal: Email residents patient safety rubricorAlternative informal: Residents to submit a rating of their knowledge of this topic (0 = none, 10 = can teach) | **Materials/Preparation*** Zoom or equivalent (if videoconferencing)
* Second facilitator (if breakout rooms needed)
* PowerPoint
* Online Case Studies in Patient Safety Incidents (<https://www.royalcollege.ca/mssites/leaderresource/patientsafetycasestudies/en/index.html>)
 |
| **Participatory Learning**Triz Activity  |
| **Time** | **Instructor Activities** | **Learner Activities** | **Lesson Resource** |
| **1-hour window:**5 min1 min45 min10 min  | Instructor shares safety story and discusses range of resident experience (e.g., 50% of you rated 5, 25% 3, 25% 7)Transition to Objectives slide 7Slides 8-43: Canadian Incident Analysis Framework and Group activityConclusions and QuestionsEvaluation survey (Use your own organization’s eval form or see sample here: [https://survey.alchemer-ca.com/s3/50140736/Patient-Safety-Incidents-Evaluation](https://protect-ca.mimecast.com/s/oC5qCr8D3vTAKOnHzWYjm?domain=survey.alchemer-ca.com)) **Note:** Should you wish to receive a copy of the survey results, please email us at canmeds@royalcollege.ca and indicate the date of your workshop. | 1. 5 Whys
2. Ishikawa diagram development
3. Triz
4. Residents attempt to analyze one of their own PS cases
 | **OPTIONAL:** PowerPoint Case can be taken from online cases (<https://www.royalcollege.ca/mssites/leaderresource/patientsafetycasestudies/en/index.html>) |
| **Post-Assessment**Residents to submit a rating of their knowledge of this topic (0 = none, 10 = can teach)OPTIONAL: Residents can complete online Case Studies in Patient Safety Incidents (<https://www.royalcollege.ca/mssites/leaderresource/patientsafetycasestudies/en/index.html>) |
| **Summary**Use the Incident Analysis Framework to support you in a safety case from beginning to end.Know how to RESPOND to adverse event Just Culture is a learning culture aimed at improving patient safety for the provider and patient/families, combining individual accountability and a systems eye. |