# Analyze Patient Safety Incidents to Enhance Systems of Care

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## 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

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| **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 rubric  or  Alternative 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 min  1 min  45 min  10 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 7  Slides 8-43: Canadian Incident Analysis Framework and Group activity  Conclusions and Questions  Evaluation 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](mailto: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. | | | | |