

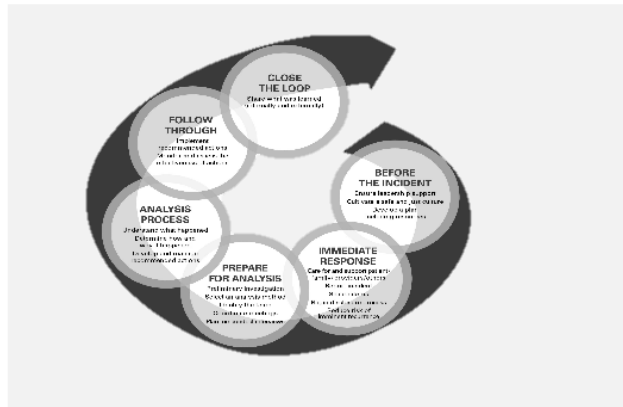


From Cheese to STEW

Incorporating a systems' approach to critical incident analysis

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BC Patient Safety & Quality Council (BCPSQC)

What I will go over



THE CURRENT INCIDENT ANALYSIS FRAMEWORK



STEW FRAMEWORK



WHAT WE LEARNED

#westcoast



The Canadian Incident Analysis Framework



Define the
problem

STEP 1.



STEP 2.

Determine the
causal relationships

Identify effective
solutions

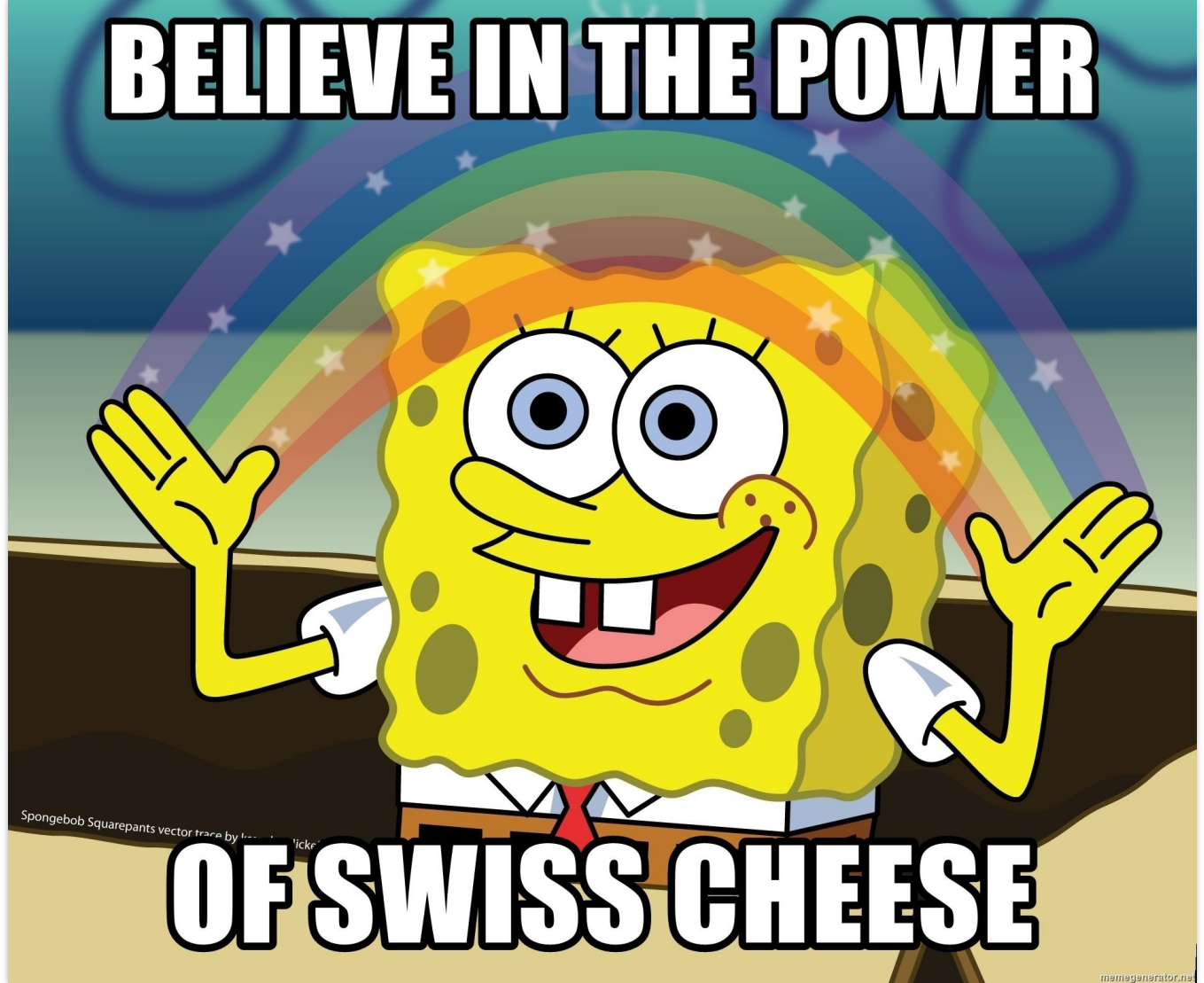
STEP 3.



STEP 4.

Implement and
track solutions

BELIEVE IN THE POWER

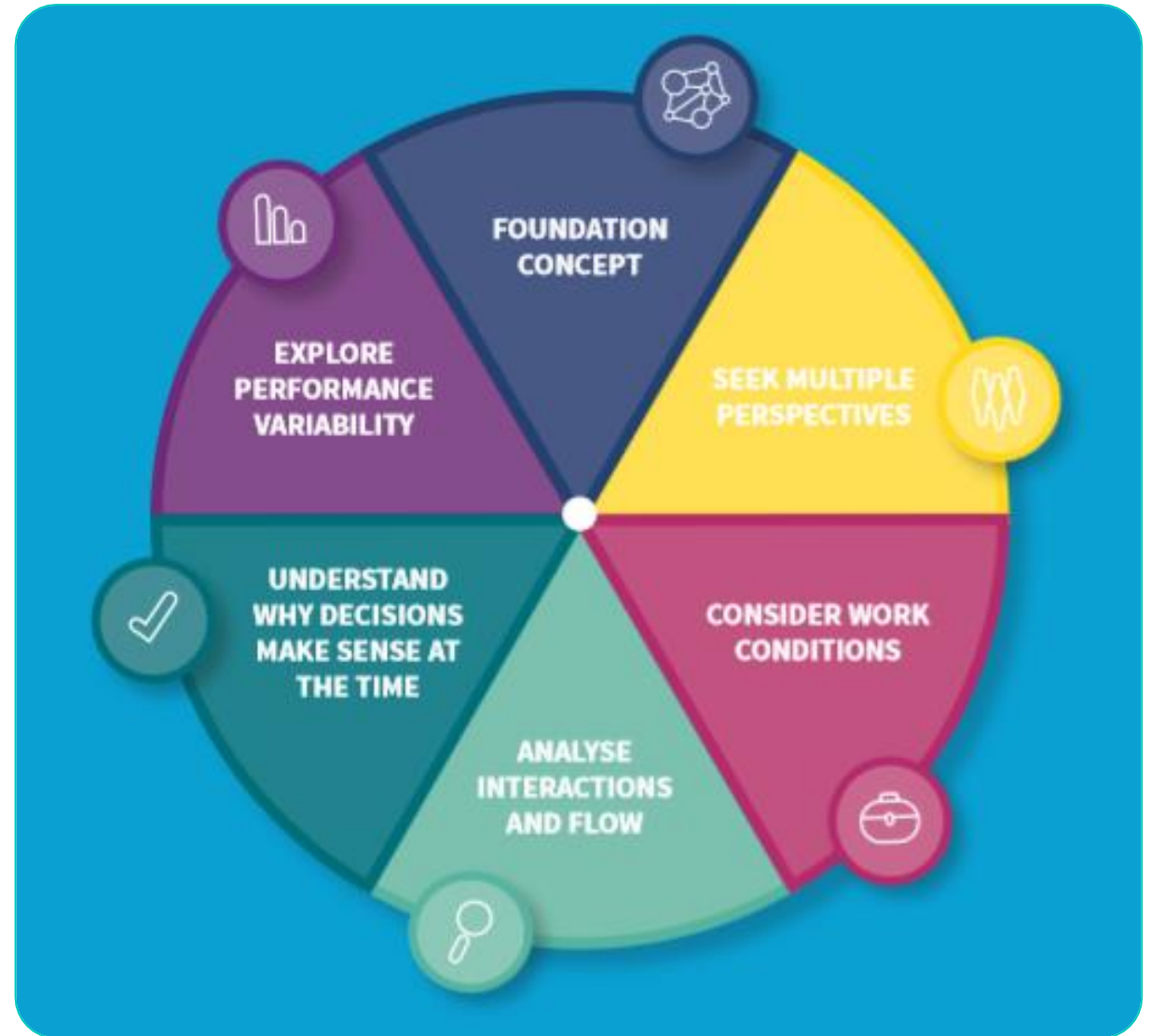


OF SWISS CHEESE

Spongebob Squarepants vector trace by 'licker'

meme-generator.net

Systems Thinking for Everyday Work



With thanks to NHS Education for Scotland



**Problem: the wrong
medication administered via
the wrong route**

Within our control

Storage of epidural and perineural medications in surgical acute unit fridges

Out of control

Storage of epidural and perineural medications in non-surgical unit fridges (e.g. medicine, critical care, maternity, renal)

Foundation Concept

Premise: we agree to see the system as a purposeful whole – as holistic, and not simply as a collection of parts.

Field Expert Involvement

System users

System designers

System decision-makers

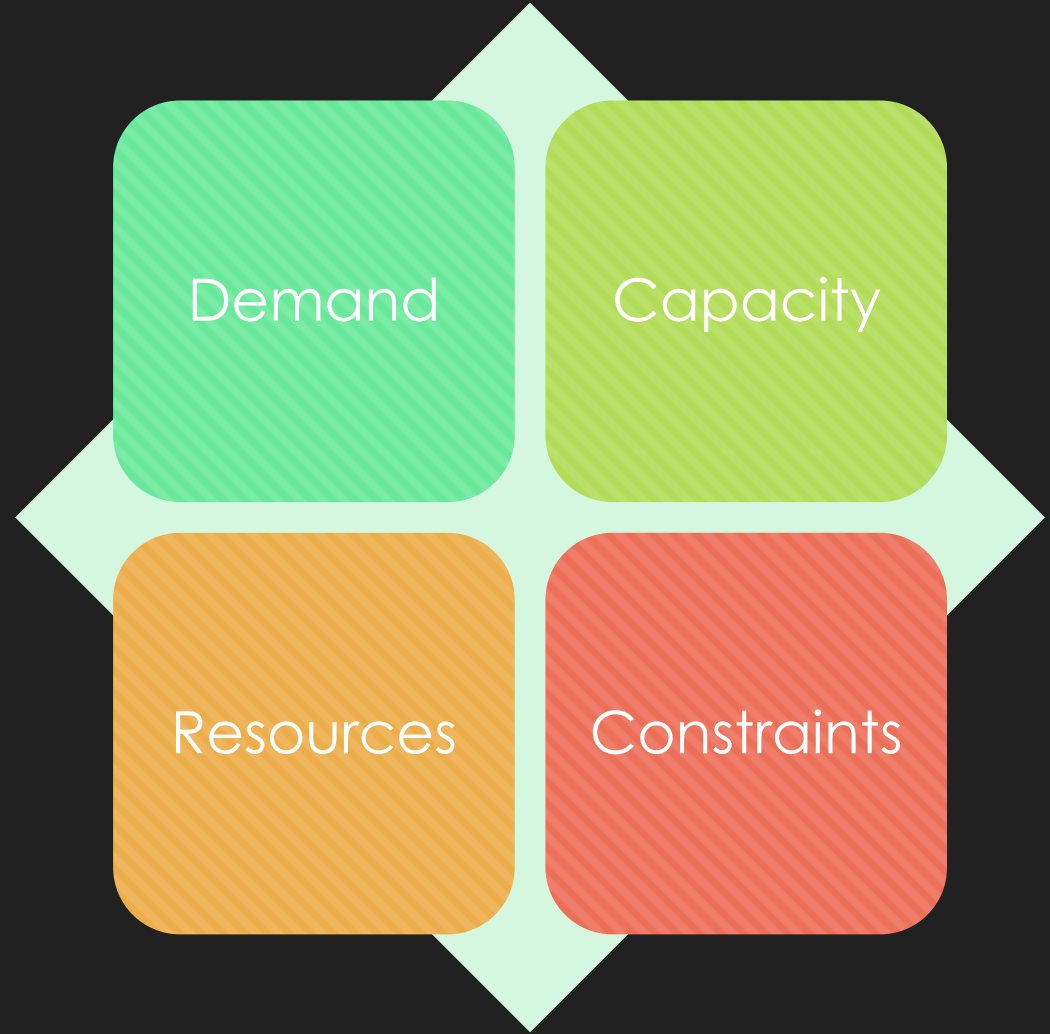
Current Work Conditions

Demand

Capacity

Resources

Constraints



Performance variability

- Identified trade-offs and workarounds
- How work is actually done





But what does this all really mean?



Thank You

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