

Patient Safety Incident Investigation course

Programme Objectives:

- Increase competence in planning and managing the incident investigation process
- Develop expertise in undertaking in-depth patient safety incident investigation using a human factors approach

Day 1: 09:00 – 17:00

- Review of impact of human factors upon human performance
- Overview of the investigation process
- Preparing the investigators
- Reporting safety incidents
- Incident grading
- Multi-disciplinary investigation team
- Communication exercise
- Case-study exercise

Day 2: 09:00 – 17:00

- Dealing with the media
- Being open
- Gathering the evidence
- Witness statements – role-play exercise
- Report writing and recommendations
- Producing the action plan
- Monitoring progress
- Summary

One Standard: The Highest.