



# Hands-On Workshop: Using Incidents to Improve Patient Care

Moderator: Jean Moran, Brett Miller

- **Using Root Cause Analysis When Analyzing Incidents**  
- Grace Kim
- **Classification of Incidents**  
- Jennifer Johnson
- **Developing a Corrective Action Plan**  
- Leah Schubert
- **Hands-On Exercise**

## Hands-On Workshop: Using Incidents to Improve Patient Care

# Classification of Incidents

Jennifer L Johnson, MS, MBA, FAAPM  
UT MD Anderson Cancer Center



# Classifying the Whys

Human factors



<https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcQK9tPtJj050dtYgJGIH2CK6zf46-OsOJePSdgS-IQc94pGAMnK>

Hierarchy of causality

Technical

Organizational Management

Procedural Issues

Human Behavior involving Staff

Patient-related circumstances

External factors (beyond facility control)



# Technical Whys

- Proper acceptance & commissioning
- Equipment design
- Equipment maintenance
- Facility environment

# Organizational Management Whys

- Planning program
- Policies & procedures
- Training
- Communication
- Environment
- Leadership



“Don’t worry if you don’t know the rules – we’re making it up as we go along ...”

[www.healthcaregovernancereview.org](http://www.healthcaregovernancereview.org)

[https://healthcaregovernancereview.files.wordpress.com/2011/07/hgr45\\_web.jpg](https://healthcaregovernancereview.files.wordpress.com/2011/07/hgr45_web.jpg)

# Procedural Issues Whys

- Fail to detect developing problem
- Fail to interpret develop problem
- Fail to select correct rule address problem
- Fail to develop effective plan
- Fail to execute planned action



[https://img.clipartfest.com/a215f8f661a62d494618540062c5393a\\_kid-detective-clipart-clipart-clipart-detective-free\\_1600-1302.jpeg](https://img.clipartfest.com/a215f8f661a62d494618540062c5393a_kid-detective-clipart-clipart-clipart-detective-free_1600-1302.jpeg)

# Human Behavior Whys

- Scope of practice
- Mental slip
- Poor judgment
- Language and comprehension
- Intentional violations
- Negligence



<http://www.buzzle.com/images/people/activities/kids/science-behind-temper-tantrums.jpg>.

# Patient-related Circumstances Whys

- Misleading
- Cognitive performance
- Non-compliance
- Language and comprehension
- Patient medical conditions



<http://nspt4kids.com/wp-content/uploads/2011/07/baby-not-wanting-to-eat1-300x200.jpg>



# External Factors Whys

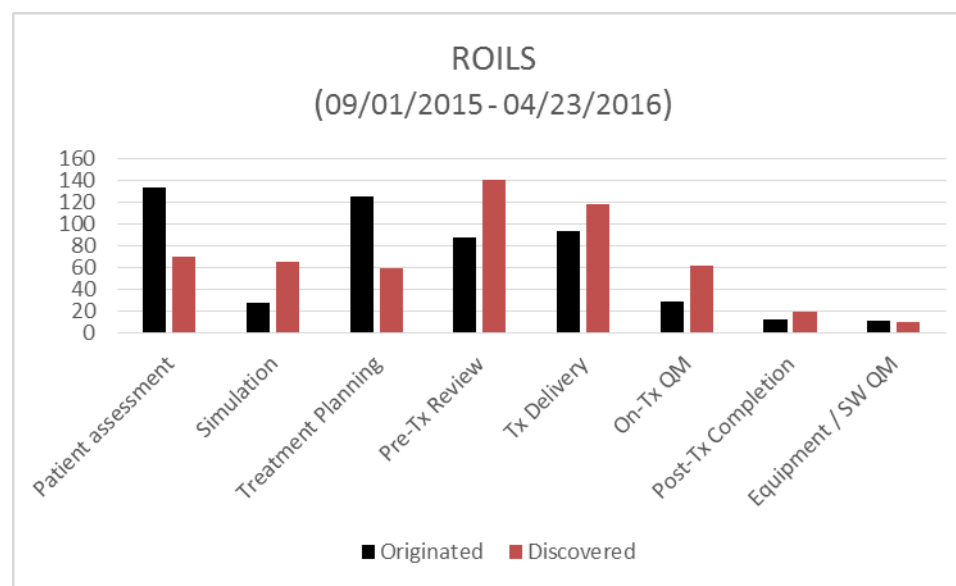
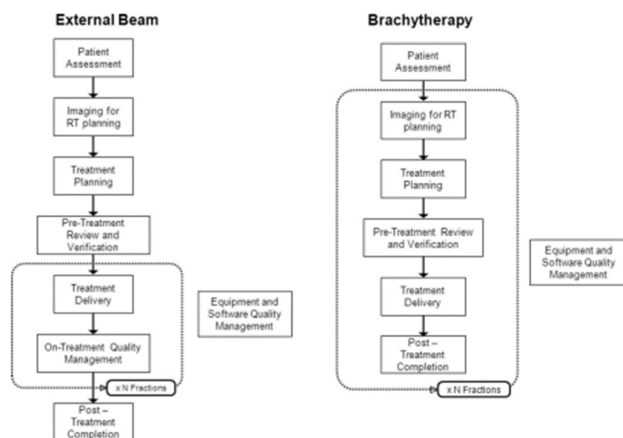
- Natural environment
- Hazards



<http://unique-information.com/wp-content/uploads/2016/02/natural-disasters-490x275.png>

# Classifying Incidents

## Origin vs. Discovered



# Classifying Incidents

## Medical Severity

Score	Consequences (actual or predicted)
10	Premature death
8/9	Life threatening—intervention essential. Possible recurrence due to underdose.
7	Permanent major disability (or grade 3/4 permanent toxicity)
5/6	Permanent minor disability (or grade 1/2 permanent toxicity)
3/4	Temporary side effects—major treatment/hospitalization
2	Temporary side effects—intervention indicated
1	Temporary side effects—intervention not indicated
0	No harm
...	Unknown

## Dosimetric Severity

Score	Dose deviation per course
9/10	> 100% absolute dose deviation from the total prescription for any structure
7/8	> 25%–100% absolute dose deviation from the total prescription for any structure
5/6	> 10%–25% absolute dose deviation from the total prescription for any structure
3/4	> 5%–10% absolute dose deviation from the total prescription for any structure
1/2	< 5% absolute dose deviation from the total prescription for any structure
...	Not applicable



A common mistake that people make  
when trying to design something  
completely foolproof is to underestimate  
the ingenuity of complete fools.

Douglas Adams

quote fancy