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## **Patient Safety Objectives**

- 1. Define a patient safety incident.
- 2. Identify the four questions an *Incident Analysis* attempts to answer.
- 3. Identify the immediate steps involved in response to a critical incident.
- 4. Identify the ground rules of an *Incident Analysis* meeting.
- 5. Describe how to apply the *Concise Incident Analysis Framework* to a clinic patient safety incident.
- 6. Create a constellation diagram to hypothesize causative factors for a safety incident.
- 7. Define examples of high, medium and low leverage action recommendations.