

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.