

**A Framework for Patient Safety Incident Review**

**Yorkshire Contributory Factors Framework (YCFF)**



To support staff in applying the framework in practice it has been adapted to provide a pragmatic 2 page guidance document which suggests a series of prompting questions and examples of contributory factors that may be useful to assist reviewers in formulating questions relating to a review they are undertaking. The questions and examples of contributory factors are illustrative and can be tailored depending on the nature and context of the incident under review.

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| **Prompting Question**  | **Relevant to Incident?** | CONTRIBUTORY FACTOR DOMAIN |
| **Situational Factors** |
| **Did the staff involved function as a team?** | YesMaybeNo | **Team Factors** – For example:* Conflicting team goals
* Lack of respect for colleagues
* Poor delegation
* Absence of feedback
 |
| **On the day of the incident, how did you feel?**  | YesMaybeNo | **Individual Staff Factors** – For example:* Fatigue
* Stress
* Rushed
* Distraction
* Inexperience
 |
| **Did the task features make this incident more likely?**  | YesMaybeNo | **Task Characteristics** – For example:* Unfamiliar task
* Difficult task
* Monotonous task
 |
| **Were there any reasons this incident was more likely to occur to this particular service user?**  | YesMaybeNo | **Service User Factors** – for example:* Language barrier
* Uncooperative
* Complex medical history
* Unusual physiology
* Intoxicated
 |
| **Prompting Question** | **Relevant to Incident?** | CONTRIBUTORY FACTOR DOMAIN |
| **Local Working Conditions** |
| **Did staff provision match the expected workload around the time of the incident?**  | YesMaybeNo | Workload & Staffing issues- For example: * High unit workload
* Insufficient staff
* Unable to contact staff
* Staff sickness
 |
| **Did everyone understand their role?**  | YesMaybeNo | **Leadership, Supervision & Roles** – example:* Inappropriate delegation
* Unclear responsibilities
* Remote supervision
 |
| **Were the correct drugs, equipment and supplies available and working properly?**  | YesMaybeNo | **Drugs, Equipment & Supplies** – example:* Unavailable Drugs
* Equipment not working
* Inadequate maintenance
* No supplies delivery
 |
| **Prompting Question** | **Relevant to Incident?** | CONTRIBUTORY FACTOR DOMAIN |
| **Latent/Organisational Factors** |
| **Did the ward environment hinder your work in any way?**  | YesMaybeNo | **Physical Environment** – For example: * Poor layout
* Lack of space
* Excessive noise/heat/cold
* Poor visibility (e.g. position of nurses’ station)
* Poor lighting
* Poor access to service user
 |
| **Were there any problems from other departments?**  | YesMaybeNo | **Support from other departments**This includes support from IT, HR, porters, estates of clinical services such as radiology, phlebotomy, pharmacy, biochemistry, blood bank, physiotherapy, medical or surgical subspecialties, theatres, GP, ambulance …. |
| **Did any time of bed pressures play a role in the incident?** | YesMaybeNo | **Scheduling and Bed Management** - example:* Delay in the provision of care
* Transfer to inappropriate ward
* Difficulties finding a bed
* Lack of out-of-hours support
 |
| **Were there any issues with staff skill or knowledge?**  | YesMaybeNo | **Staff Training and Education** – For example:* Inadequate training
* No protected time for teaching
* Training not standardised
* No regular/yearly updates
 |
| **Did local policies, protocols and Procedures help or hinder?**  | YesMaybeNo | **Local Policies, Protocols or Procedures** – e.g.* No protocol exists
* Protocol too complicated
* Lack of standardisation
* Contradictory policies exist
 |
| **Prompting Question** | **Relevant to Incident?** | CONTRIBUTORY FACTOR DOMAIN |
| **Latent/External Factors** |
| **Is there any characteristic about the equipment, disposables or drugs used that was unhelpful?**  | YesMaybeNo | **Design of Equipment, Supplies & Drugs** - e.g.* Confusing equipment design
* Equipment not fit for purpose
* Similar drug names
* Ambiguous labelling and packaging
 |
| **Have any national policies influenced this incident?**  | YesMaybeNo | **National Policies** – For example:* Commissioned resources
* National Screening Policy
* Interference by government organisations
* National medical/nursing standards
* National Performance Targets
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| **Prompting Question** | **Relevant to Incident?** | CONTRIBUTORY FACTOR DOMAIN |
| **General Factors** |
| **How would you describe the culture of you clinical/care areas in relation to service user safety?**  | YesMaybeNo | **Safety Culture** – For example:* Service User Safety awareness
* Fear of documenting errors
* Attitude to Risk Management
 |
| **Were the notes available, accurate and readable?****Did poor or absent verbal communication worsen the situation?** **Acknowledgement: Yorkshire and Humberside Improvement Academy. Creative Commons Bradford Teaching Hospitals NHS Foundation Trust.**  | YesMaybeNo | **Communication – Written and Verbal** e.g. * Poor communication between staff
* Handover problems
* Lack of communication/notes
* Unable to read notes
* Inappropriate abbreviations used
* Unable to contact correct staff
* Notes availability
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