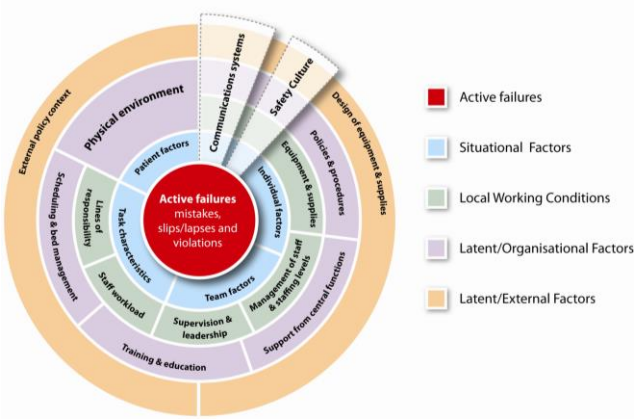
Framework for Patient Safety Incident Investigation: Yorkshire Contributory Factors Framework (YCFF)

The Yorkshire Contributory Factors Framework



Details of Incident	
Name of person completing form	**Date completed**
Brief description of incident	**Date of incident**

Domain 1: Situational Factors

Team factors

Was there any failure of team function? *For example:* • Conflicting team goals • Lack of respect for colleagues • Poor delegation • Absence of feedback	☐ Yes ☐ Maybe ☐ No	Notes

Individual staff factors

Were there any reasons this incident was more likely to occur with the particular staff involved? *For example:* • Fatigue • Stress • Rushed • Distraction • Inexperience	☐ Yes ☐ Maybe ☐ No	Notes

Task characteristics

Did the task features make the incident more likely? *For example:* • Unfamiliar task • Difficult task • Monotonous task	☐ Yes ☐ Maybe ☐ No	Notes

Patient factors

Were there any reasons this incident was more likely to occur to this particular patient? *For example:* • Language barrier • Uncooperative • Complex medical history • Unusual physiology • Intoxicated	☐ Yes ☐ Maybe ☐ No	Notes

Domain 2: Local Working Conditions

Workload and staffing issues

Was there a mismatch between workload and staff provision around the time of the incident? *For example:* • High unit workload • Insufficient staff • Staff sickness	☐ Yes ☐ Maybe ☐ No	Notes

Leadership, Supervision and Roles

Was there any failure of team function? *For example:* • Inappropriate delegation • Unclear responsibilities • Remote supervision	☐ Yes ☐ Maybe ☐ No	Notes

Drugs, Equipment and Supplies

Were there difficulties obtaining the correct drugs and/or working equipment and/or supplies? *For example:* • Unavailable drugs • Equipment not working • Inadequate maintenance • No supplies delivery	☐ Yes ☐ Maybe ☐ No	Notes

Domain 3: Organisational Factors

Physical environment

Did the ward environment hinder your work in any way?
For example:

- Poor layout
- Lack of space
- Excessive noise/heat/cold
- Poor visibility (e.g. position of nurses' station)
- Poor lighting
- Poor access to patient

☐ Yes ☐ Maybe ☐ No

Notes

Support from other departments

Were there any problems from other departments?
For example:

- This includes support from IT, HR, porters, estates or clinical services such as radiology, phlebotomy, pharmacy, biochemistry, blood bank, microbiology, physiotherapy, medical or surgical sub-specialities, theatres, GP, ambulances etc

☐ Yes ☐ Maybe ☐ No

Notes

Scheduling and Bed Management

Did any time or bed pressures play a role in the incident?
For example:

- Delay in the provision of care
- Transfer to an appropriate ward
- Difficulties finding a bed
- Lack of out of hours support

☐ Yes ☐ Maybe ☐ No

Notes

Staff training and Education

Were there any issues with staff skill or knowledge?
For example:

- Inadequate training
- No protected time for teaching
- Training not standardised
- No regular/yearly updates

☐ Yes ☐ Maybe ☐ No

Notes

Domain 4: External Factors

Design of Equipment, Supplies and Drugs

Was there any characteristic about the equipment, disposables or drugs that was unhelpful?
For example:

- Confusing equipment design
- Equipment not fit for purpose
- Similar drug names
- Ambiguous labelling and packaging

☐ Yes ☐ Maybe ☐ No

Notes

National policies

Have any national policies influenced this incident?
For example:

- Commissioned resources
- National screening policy
- Interference by government organisations
- National medical/nursing standards
- 4 hour Emergency Department target

☐ Yes ☐ Maybe ☐ No

Notes

Domain 5: Communication and Culture

Safety culture

Did the lack of safety culture in your clinical area contribute to this incident?
For example:

- Patient safety awareness
- Fear of documenting errors
- Attitude to risk management

☐ Yes ☐ Maybe ☐ No

Notes

Verbal and Written communication

Did poor written or verbal communication worsen the situation?
For example:

- Poor communication between staff
- Handover problems
- Lack of communication/notes
- Unable to read notes
- Inappropriate abbreviations used
- Unable to contact correct staff
- Notes availability

☐ Yes ☐ Maybe ☐ No

Notes

Summary

Which are the most important contributory factors for this incident?