1. FISH BONE DIAGRAM (REFER TO LONDON PROTOCOL FOR CATEGORISATION)

\*Hospital Reference No:

TASK & TECHNOLOGY FACTORS

TEAM FACTORS

1.Poor communication between healthcare professionals

2. Lack of supervision

3. Non-compliance to standards and protocols designed

MANAGEMENT & ORGANISATIONAL FACTORS

1.Training need analysis

2. Reporting system culture

3. Audit and validation system processes

1. Inadequate design that allows for human error with computerized system

INCIDENT/ ISSUE:

Medication Error

EXTERNAL FACTORS 1.

PATIENT FACTORS

1.Patient characteristic (literacy, language barriers, personality)

2. Complexity of clinical case including multiple health condition, polypharmacy and high risk medication

INDIVIDUAL STAFF FACTORS

1. Inadequate drug knowledge and experience

2. Inadequate perception of risk

3. Physical and emotional health issues

4. Overworked or fatigued healthcare professional

5. Inadequate

WORK/CARE ENVIROMENT FACTORS

1. Workload and time pressures

2. Distraction and interruptions (by both primary care staff and patients)

3. Repetitive systems for ordering and processing

4. Insufficient resources

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