

Human
Factors
Reflections



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The Safety Culture Series

Recording Incidents & Best Practice.

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Let's talk about the Manchester Patient
Safety Framework...





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What is 'Recording incidents and best practice'?

Who investigates incidents and how are they investigated?

What is the aim of recording the incident?



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The Safety Culture Series

Levels of Culture



1. Pathological

- . Ad hoc reporting systems in place- organisation largely blissfully ignorant
- . Act only to serious incidents or solicitors letters
- . Focus on individuals and blame.
- . Action often disciplinary focused

2. Reactive

- . Report systems exist but staff aren't encouraged to report
- . Minimal data is captured on incidents and barely analysed
- . Blame culture is still prevalent so staff are reluctant to report
- . No support offered to those involved in incidents



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Levels of Culture

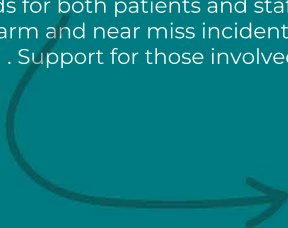
3. Bureaucratic

- . Centralised anonymous system in place- but the focus is on form completion
- . Staff receive some encouragement to report incidents
- . Some focus on near miss/ good catches
- . Staff and patients don't feel comfortable reporting, however some data triangulation in areas



4. Proactive

- . Reporting at both a local and national level is encouraged
- . Reports seen as a learning opportunity
- . Accessible reporting methods for both patients and staff
- . Staff feel safe reporting both harm and near miss incidents
- . Support for those involved



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Levels of Culture

5. Generative

- . Very well-established reporting culture
- . Staff are competent and confident in reporting both at local and national levels
- . Patients actively encouraged to report incidents
- . Learning is the priority



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How does your team and organisation fair?

Use these characteristics to reflect on:

- . What's your team's local culture (or climate) like?
- . What's the organisation's culture like?
- . How is it changing over time?

As a service user:

- . What evidence of these do you see in the services you use?



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Culture is critical!

Building a strong culture is critical,
but can take a long time.

If you would like advice and support
on improving your culture, comment
below and we'll be in touch

