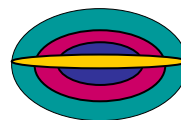
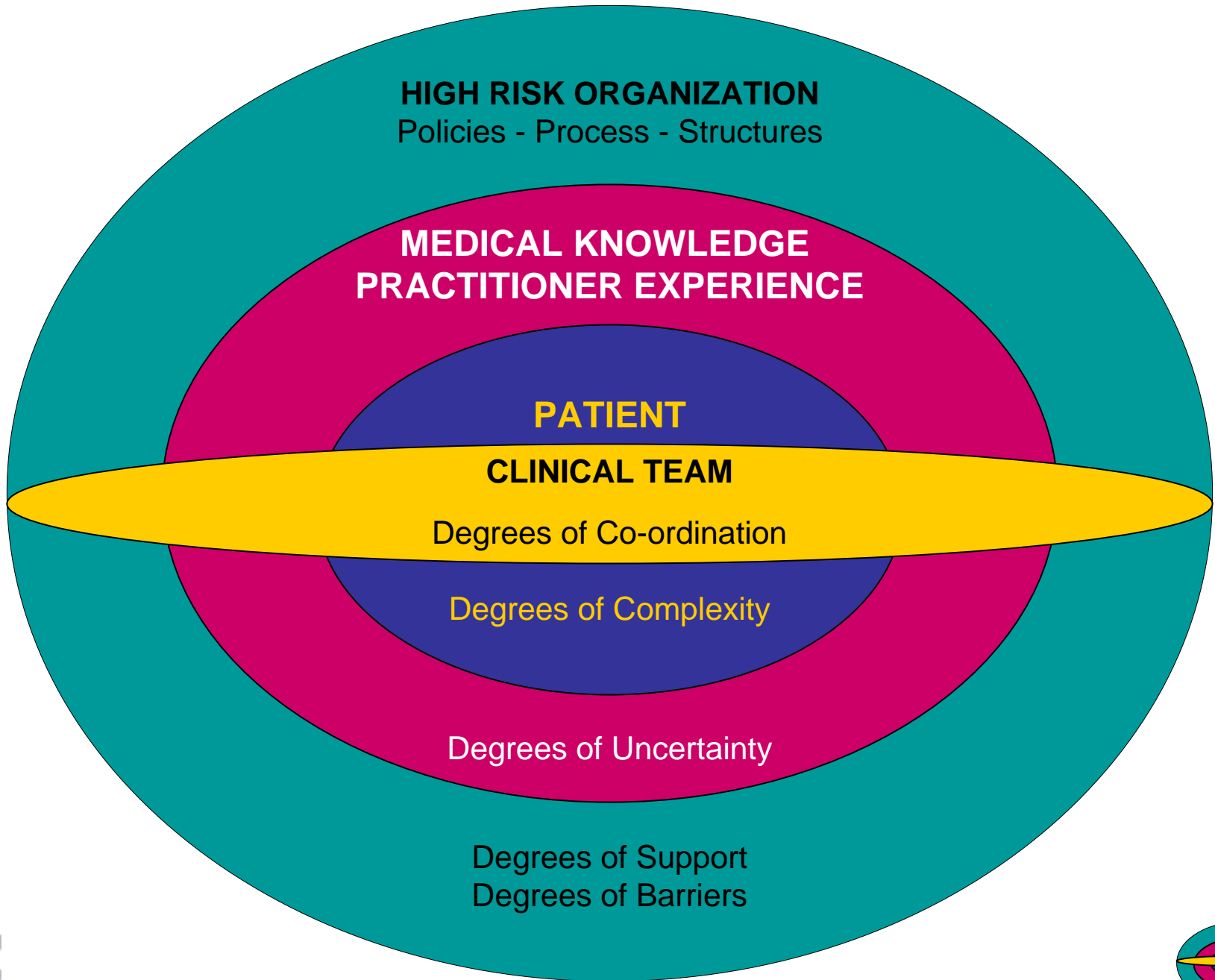




University of Michigan Medical School Patient Safety Foundational Seminars

An Analytic Tool for Teaching
Learners About Medical Error

Rajesh Mangrulkar, MD
Marilynn M Rosenthal, PhD
John Gosbee, MD, MS
Michael Lukela, MD
Vikas Parekh, MD
John Del Valle, MD



REMEMBER:

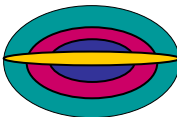
P O E T

P ATIENT

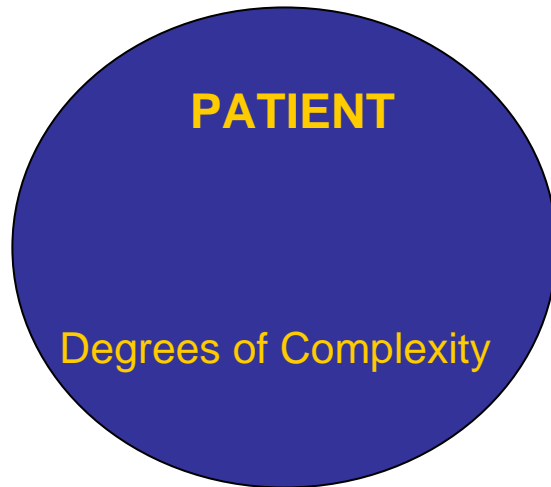
O RGANIZATION

E XPERIENCE

T EAM

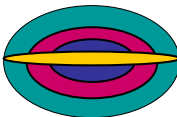


P ATIENT



CONSIDERATIONS

- Multiple syndromes?
- Physical condition?
- Emergent conditions?
- Patient's alertness?



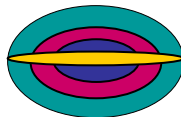
O RGANIZATION

HIGH RISK ORGANIZATION
Policies - Process - Structures

Degrees of Support
Degrees of Barriers

CONSIDERATIONS

- **Staffing Issues**
 - Lack of procedures
 - Production pressures
 - Mixed messages
 - Sporadic training
- **Physical Environment**
 - Attention distractions
- **Technology and Equipment**
 - Deferred maintenance
 - Clumsy technology
- **Policies**
 - Punitive policies
 - Zero fault tolerance



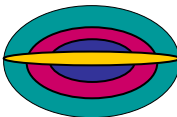
E XPERIENCE

**MEDICAL
KNOWLEDGE
PRACTITIONER
EXPERIENCE**

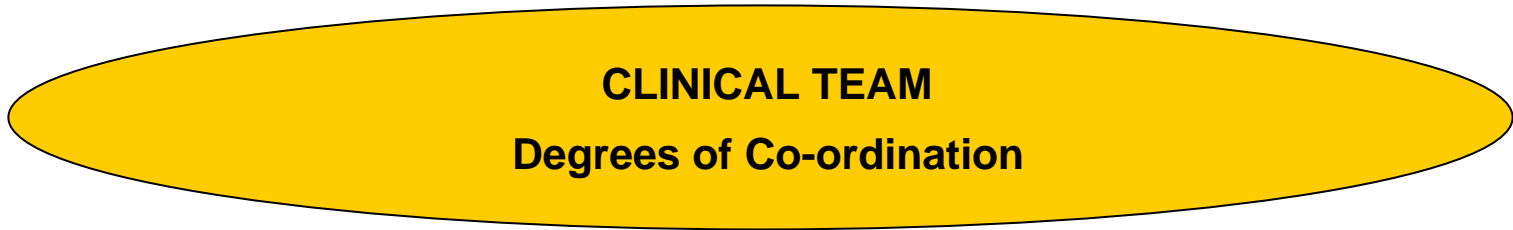
Degrees of Uncertainty

CONSIDERATIONS

- How certain is medical knowledge?
- How certain is the clinician's knowledge?
- How experienced? Appropriate experience?



T E A M



CONSIDERATIONS

- Structure of Team
- Supervision
- Recognize Problem & Seek Help
- Communications (availability of information)
 - Verbal
 - Written
- Care Planning
 - Visual management
 - Continuity of care

