**Lessons Learnt and System Improvement Review Template**

To be completed for professional concern cases presented at PAG.

**Case ID:**

**Professional Advisory Group-PAG date:**

**Step 1:** Reflection- See **Table 1** and **Table 2** for individual/team reflections and discussions.

**Step 2:** Background and summary of case. Please Refer to Case XXX PAG document summary *(*helps avoid duplication*)*. Additional information if any can be captured here.

**Step 3:**Documentation - Please document your response under 1-3 below:

1. What is the learning from this/ key lessons learnt?
2. What contributory factors were noted and how did they contribute? (See Table 2)
3. What actions for learning and improvement/system solutions can be enabled to mitigate?

**Table 1: Reflection points**

|  |  |  |
| --- | --- | --- |
| **Reflection points** |  | **Outcome** |
| What was supposed to happen? | What happened? | Agreed facts |
| Why was there a difference? | What can we learn from this? | Shared Opinions |
| What factors were noted as contributory? See Appendix 1 The L.O.T.U.S. Compassionate Leadership Framework and Toolkit | What actions/solutions can help mitigate? | Shared Opinions |
| Who could we share the learning and system solutions/improvement opportunities with? | | |

**Table 2: Framework of Contributory Factors, The London Protocol**

[Sally Taylor Adams & Charles Vincent, System Analysis of Clinical Incidents](http://www.imperial.ac.uk/media/imperial-college/medicine/surgery-cancer/pstrc/londonprotocol_e.pdf)

|  |  |
| --- | --- |
| **Factor Types** | **Contributory Influencing Factor** |
| Patient Factors | Condition (complexity & seriousness)  Language and communication  Personality and social factors |
| Task and Technology Factors | Task design and clarity of structure  Availability and use of protocols  Availability and accuracy of test results  Decision-making aids |
| Individual (staff) Factors | Knowledge and skills  Competence  Physical and mental health |
| Team Factors | Verbal communication  Written communication  Supervision and seeking help  Team structure (congruence, consistency, leadership, etc) |
| Work Environmental Factors | Staffing levels and skills mix  Workload and shift patterns  Design, availability and maintenance of equipment  Administrative and managerial support  Environment  Physical |
| Organisational & Management Factors | Financial resources & constraints  Organisational structure  Policy, standards and goals  Safety culture and priorities |
| Institutional Context Factors | Economic and regulatory context  National health service executive  Links with external organisations |