**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 resultsDecision-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 supportEnvironment 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 |