

Appendix I: questionnaire

A. General information about Adverse Events

1. Which method was used for the adverse event(AE) investigation?
 - PRISMA
 - SIRE
 - TRIPOD-bèta
 - Combination of the methods mentioned above (e.g. SIRE and PRISMA)
 - Other, please specify [Open text]
3. Give a brief summary of the AE. Focus on the most important elements of the AE, e.g. the occasion, the substandard actions taken and the outcomes (strive to use 200 words or less). [Open text]
4. At which department did the AE mainly take place: [Open text]
5. What was the reason for the initial hospital visit of the patient?
 - Inpatient care
 - Outpatient care
 - Planned test/research
 - Emergency care
 - Other, please specify [open text]
6. Describe the top event. Give a description of the AE in a few words. In SIRE and Prisma this is most often called the top event. In TRIPOD-bèta this is called an event. [Open text]
7. On which day did the top event occur?
 - Monday
 - Tuesday
 - Wednesday
 - Thursday
 - Friday
 - Saturday
 - Sunday
8. During which shift did the top event take place?
 - Day shift
 - Evening shift
 - Night shift

B. Socio-technical work systems & Processes

Persons- Patient

9. Gender of the patient
 - Female
 - Male
10. Age category of the patient:
 - 0 – 1 year
 - 2 – 4 years
 - 5 – 18 years

- 19 – 65 years
- 66 – 80 Years
- Older than 80 years

11. Can the patient be categorised as fragile elderly? If yes, give a brief description of the frailty: [Open text]

12. Did medication play a role in the origin/development of the AE? If yes or possibly, give a description of the medication and the way in which it contributed: [Open text]

13.a Are one or more patient-related root causes found in the AE report?

- Yes
- No

13.b If yes, please give a description for each root cause: [Open text]

Persons – Healthcare professional(s)

14. What was the responsible medical specialism?

- Anaesthesiology
- Cardiology
- Surgery
- Dermatology
- Geriatrics
- Gynaecology/Obstetrics
- Internal Medicine
- Ear, Nose, Throat
- Paediatrics
- Pulmonology
- Gastroenterology & Hepatology
- Medical oncology
- Nephrology
- Neuro surgery
- Neurology
- Ophthalmology
- Orthopaedics
- Plastic surgery
- Psychiatry
- Radiology
- Rehabilitation medicine
- Rheumatology
- Emergency Medicine
- Trauma surgery
- Urology
- Other, please specify [open text]

15. Which healthcare professionals were involved in the AE? Describe, for each healthcare professional, particularities/specifics that might have contributed to the origin/development of the AE: [Open text]

16. Which professionals of medical supporting services were involved in the AE? Describe for each professional particularities/specifics that might have contributed to the origin/development of the AE: [Open text]

17. If the reports describe any details about the collaboration between professionals/departments, please provide a brief description: [Open text]

18.a Were any human-related root causes revealed?

- Yes
- No

18.b If yes, which type:

- Human - External (H-EX)
- Human – Knowledge-based behaviour (HKK)
- Human – Qualifications (HRQ)
- Human – Coordination (HRC)
- Human – Verification (HRV)
- Human – Intervention (HRI)
- Human – Monitoring (HRM)
- Human - Slips (HSS)
- Human - Tripping (HST)
- Communication

18.c Give a short description of the chosen human-related root cause: [Open text]

Tasks

19. Was the manner in which the top event proceeded an intended or an unintended action?

- Intended
- Unintended

20. Did the persons involved act according to their professional standard? If not, please give an explanation: [Open text]

21. Is there a trade-off being made between efficiency and thoroughness/safety when performing the care and other tasks? If yes, give a brief description: [Open text]

Technology

22. Are there any details reported about medical technology/did medical technology play a role in the origin/development of the AE? If yes, please give a description of this role: [Open text]

23.a Were any technical root causes revealed?

- yes
- No

23.b If yes, which type(s):

- Technical – Design (TD)
- Technical – Construction (TC)
- Technical – Materials (TM)
- Technical – External (TEX)
- Resources
- Maintenance

23.c Brief description of the technical root cause(s): [Open text]

24. Was a technical expert consulted during the AE investigation? If yes, explain which role this expert had in the investigation: [Open text]

Organisation

25. What were the most important organisational characteristics that contributed, even potentially, to the AE? [Open text]

26. Was a trade-off being made between efficiency and thoroughness/safety concerning organisational factors? If yes, give a description of this trade-off: [Open text]

27. Did the transfer of a patient between the healthcare providers contribute to the AE? If yes, please give a short description: [Open text]

28.a Were any root causes related to the organisation revealed?

- Yes
- No

28.b If yes, which type(s):

- Organisational – Transfer of knowledge (OK)
- Organisational – Protocols (OP)
- Organisational - Management priorities (OM)
- Organisational – Culture (OC)
- Organisational – External (OEX)
- Competing objectives
- Training and Education
- Orderliness and Neatness
- Protective equipment/-methods
- Failing barriers

28.c Give a short description of the chosen organisational-related root cause(s): [Open text]

Physical environment

29. Did the physical environment contribute, or possibly contribute to the AE? If yes, give a brief description: [Open text]

30.a Were any root causes found which related to the environment?

- Yes
- No

30.b If yes, which type(s):

- Environmental factors
- Protective equipment/-methods
- Orderliness & Neatness
- Other

30.c Give a brief description of the environmental root cause(s) chosen: [Open text]

External environment

31. Did external policy influence the origin/development of the AE? If yes, give a short description: [Open text]

C. Consequences of the adverse event

32. What were the consequences of the AE for the patient/family? [Open text]

33. What were the consequences of the AE for the healthcare and other professional(s)? [Open text]

34. What were the consequences of the AE for the healthcare organisation? [Open text]

35. Were any claims filed in response to the AE?

- Yes
- No

36.a Which type(s) of measure for improvements were formulated in response to the AE?

- Collaboration
- Communication
- Revise protocol(s)
- Adjustments in technology/ICT
- Training & Education
- Other, please specify: [Open text]

36.b Give a short description(s) of the measure(s) chosen in order to achieve an improvement: [Open text]