

Contributory Factors Analysis (x all that apply)

Patient Factors and Patient / Family involvement		
Co-morbidity /Complexity/ seriousness of condition	Limited options to treat	
Poor physical condition (malnourished, dehydrated, obese)	Lifestyle (smoking/drinking/drugs/diet)	
Cultural / religious beliefs	Engaging in high risk activity	
Language barrier	Ineffective involvement in treatment and decision	
Learning disability	Information from patient/carer disregarded	
Lack of mental capacity	Patient engagement with services and staff	
Existing mental health disorder	Relationships between Staff and patient/ family	
Lack of support networks i.e. Mental Health Service	Relationships between Patient and Family	
Communication		
Ambiguous verbal communication / body language	Lack of information to patients	
Poor verbal communication	Lack of or inaccurate patient records	
Communication not received	Illegible Patient Records	
Incorrect Person / Place / Method	Patient Records Volumes Issue	
Lack of communication to staff of risks (Alerts)	Records incomplete /not contemporaneous	
Inadequate patient identification	Records not stored together /unavailable	
Lack of communication plan	Lack of feedback monitoring of communication	
Ineffective communication between staff	Ineffective communication with other agencies	
Ineffective communication flow up, down and across the organisation	Lack of effective communication to patients relatives/ carers of risks and incidents	
Staff Factors		
Disability	Mental Illness/ Mental Impairment	
Lack of motivation low job satisfaction/ boredom	Cultural Beliefs or Language	
Overload / Fatigue /stress	Domestic / lifestyle problems	
Distraction / attention deficit	Low self-confidence / over confidence	
Situation Awareness: Preoccupation /Narrowed focus	Expectation/Confirmation bias: Perception / viewpoint affected by information or mindset.	
Team Factors		
Lack of shared understanding	Lack of team openness/ communication	
Lack of decision making	Inappropriate levels of assertiveness	
Decision making Untimely /Inappropriate	Inadequate inter-professional challenge	
Inadequate decision/ action caused by group influence	Role/responsibility misunderstood not clearly defined	
Failure to seek support	Ineffective leadership	
Lack of support network for staff	Lack of risk plans / safety leadership	
Routine rule violation	Failure to address competence issues	
Equipment		
Inconsistent / Unclear information	Unclear display / controls	
Poor working order / Unreliable	Inappropriate Size	
Use of items with similar names / packaging	Incorrectly stored / placed for use	
Poor maintenance programme	Failure or power supply/water/piped gases etc.	
Equipment: not available/ insufficient /lack of backup	Ineffective safety features / detection problems not obvious	
Not intuitive/confusing design - colours/ symbols	Lack of or poor quality instructions	
Education and Training		
Lack of knowledge/skills	Unfamiliar task / Inexperience	
Inappropriate experience or lack of quality experience	Training needs analysis not conducted or acted upon	
Inadequate supervision	Lack of / Inadequate Mentorship	
Lack of testing / assessment	Training unavailable / inaccessible	
Inappropriate content	Inappropriate audience	

Work Environment		
Unreliable / ineffective systems (Bookings, Patient Identification, ordering, referrals etc.)	Unreliable / ineffective admin infrastructure (bleeps, phones etc.)	
Poor or inappropriate design (noise, lighting, visibility, temperature)	Lack of capacity- facility or fitting not available	
Delays caused by system design / failure	Inadequate security	
Staff /Skill mix / Workload		
Inappropriate skill mix	Use of temporary staff	
low staff to patient ratio	High staff turnover	
Shift related fatigue	Excessive hours / lack of breaks	
Time pressure	Change of plan or Team	
Workload assessment not available /accurate	Distractions	
Workload too high		

Task Factors		
Guidelines, Policies and Procedures		
Unavailable/Inaccessible: missing/non-existent	Not adhered to/ followed	
Inappropriately targeted /focussed	Not up to date/ monitored / reviewed	
Unclear /Not Useable ambiguous /complex	Inadequate plans and drills	
Decision making aids		
Aids not available (i.e. checklist, CTG machine)	Lack of access to technical information	
Aids Not working /Usable	Lack of prioritisation of guidelines	
Difficulties accessing senior / specialist advice	Incomplete information (results, history)	
Procedure or Task Design		
Poorly designed i.e. too complex	Staff do not agree with the task design	
Cannot complete in timely manner	Inappropriate transfer from other situations	
Too many tasks to perform at the same time	Insufficient opportunity to influence task	
Contradicting tasks	Appropriate automation not available	
Inadequate Audit, Quality Control, Assurance	Lack of understandable feedback	

Organisational and Other		
Lack of robust service level agreements / contracts	Lack of Service provision	
Bed Occupancy - Unplanned bed opening/ closures	Locum/Agency Policy	
Adverse impact of national policy / guidance	Delayed discharge /transfer of care	
Theatre Capacity	Accessibility/Admission	
Detection/Escalation of deterioration	Professional Isolation	
Contractor or PFI related problem	Inadequate maintenance	
Safety Culture		
Acceptance of inadequate adherence to practice	Communication of Risks - Alert Systems	
Disempowerment of staff to escalate or act	Clinical versus the Managerial Model	
Hierarchical structure not conducive to openness	Inadequate learning from past incidents	
Financial /Efficiency rather than safety focussed	Poor rule compliance	
Inadequate open culture	Inadequate leadership	