CATEGORIES	Contributing factors	Subcategory description	CASE 1 V	CASE 2 IIIb	CASE 3 IVa	CASE 4 V	CASE 5 V	CASE 6 IVa	CASE 7 V	CASE 8 V	CASE 9 IIIb	CASE 10 IIIb	CAS 11 IIIb	CASE 12 IIIb	CASE 13 IIIb	CASE 14 V	CASE 15 V	CASE 16 IIIb	CASE 17 IIIB	Case 18 V	% Triggered contributing factors	% Activation of categories across MMC
PATIENT	Medical history	- Age - Comorbidities - General / nutritionnal status - Handicap [1]	■	■					■			■						■	■	■	38.8	11 (61.1%)
	Case complexity	- Advanced tunor - Emergency - Complex technical procedure [2]		■			■											■	■	■	38.8	
	Barriers to communication	- Language - Sensory condition (deafness,…) - Psychiatric condition - Neurological condition (dementia,…) [3]											■								5.5	
	Social and family factors	- Economic level - Family support - Social support [4]					■	■													11.1	
	Conflicting relationships with healthcare workers and/or care	- Distrust, disrespect, aggression - Indifference - Opposition										■									5.5	
Tasks	Therapeutic strategy	- Definition - Planning - Adequacy [5]			■				■					■				■			22.2	14 (77.7%)
	Tasks	Definition - Planning - Adequacy - Distribution [6]	■	■																	11.1	
	Para clinical tests	- Availability - Indication and timing - Interpretation [7]		■			■		■												16.6	
	Protocols	- Availability - Adequacy - Usage [8]	■		■	■			■		■	■	■			■			■	■	61.1	
Healthcare staff	Knowledge and technical skills	- Suitability - Experience - Unprecedented situation [9]							■												5.5	12 (66.6%)
	Soft skills	- Assessment of the situation - Decision making - Teamwork - Leadership [10]								■	■		■								16.6	
	Physical and mental state	- Stress - Fatigue - Sleep [11]	■	■	■	■	■	■		■	■				■	■					55.5	

Category	Subcategory	Description	Value	Group total
Team (s)	Team structure/ organization	- Staffing - Competence - Functioning - Distribution of tasks [12]	44.4	17 (94,4%)
	Professional communication within the team	- Oral communication? - Written communication? - Critical information [13]	16.6	
	Professional communication with other teams/departments	- Oral communication? - Written communication? - Critical information [14]	44.4	
	Communication with the patient	- Nature of care -Risks and prognosis - Aggravation - Consent [15]	0	
	Documentation of the patient's record	- Availability of data - Quality of the data - Data management [16]	5.5	
	Support and supervision	Technical support - Moral support - Supervision [17]	5.5	
Work Environment	Physical environment	- Noise - Temperature - Brightness - Ergonomics	0	9 (50%)
	Material and equipment	-Availability - Adequacy - Use [18]	44.4	
	Medical Information system	-Availability - Adequacy - Use [19]	11.1	
	Workload	- Clinical - Non-clinical [20]	11.1	
	Delays in care?	- Advance and rush - Delays - Imposed delay [21]	5.5	
	Administrative burdens	- Application of procedures? - Review of administrative processes - Hierarchical structure - Delegation [22]	0	
	Personnel management	- Assignment of positions - Job description [23]	5.5	

MANAGEMENT				
Training and integration of personnel	- Training of a newcomer - Ongoing training - Integration [24]		0	
Outsourcing management	- Availability of services - Quality of services - Service management [25]		0%	9 (50%)
Purchasing management	- Product availability - Product quality - Shortage management [26]		11.1	
Quality and safety management and safety	- Arbitration against safety - Previously reported failure - Failure previously targeted by action [27]		27.7	
Out-of-hospital context	- Institutional context - Socio-economic context - Regional, national level..		16.6	

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