

Safety and quality
in health care

Regaining trust after an adverse event

An education module on managing
adverse events in general practice

Workbook



Regaining trust after an adverse event: An education module on managing adverse events in general practice

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Disclaimer

If you experience an adverse event in your practice you are advised to contact your medical indemnity insurer (medical defence organisation) as soon as possible. Non-GP practice team members are advised to speak to the supervising GP, or the practice principle or manager if harm to a patient has occurred.

It is important that all general practice team members are appropriately covered under medical indemnity insurance. General practitioners should ensure they are appropriately insured if they delegate care to other practice staff members, ie. practice nurses, or if they are involved in supervising or mentoring medical students or other practitioners.

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Using the workbook

Please refer to pages 10–11 of the module for information on how to use this workbook for your particular learning mode. The learning notes for each activity in the module also guide you through how to complete the activities.

The following symbols are used for the activities:



Written activity (may only be written if self directed learning)

ACTIVITY 1 Pre-course questionnaire



If you use this module as part of a structured educational activity, please complete the pre-course questionnaire and return it to your course coordinator before beginning the module.

The questionnaire has been developed to help identify your learning needs.

The questionnaire is included with the module kit. It can also be downloaded from the RACGP website.

ACTIVITY 17



This activity refers to the framework of contributory factors. Using the case study of Kenny/Chang, work through the table of contributing factors.

Brainstorm as many safeguards and mitigating actions as possible for each contributory factor and write your suggestions next to the appropriate contributory factor in the workbook.

Factor	Contributory influencing factors	Mitigating actions/safeguards
Patient	Patient did not communicate change of contact details to practice staff Patient was unfamiliar to the GP, with no history of complex comorbidities Patient did not follow up test results with the practice	
Task and technology factors	Medical software used by the practice triggered the test results as having been actioned when a follow up letter is printed Patient follow up became a complex task due to lack of systems	
GP factors	The GP overlooked explaining to the patient the process for follow up of test results The GP did not document the attempt at follow up in the patient's health record GP was distracted from his/her primary task by a telephone call and subsequently failed to mail the letter	
Practice team	The patient's contact details were not confirmed at the time of appointment scheduling	
Environment	There was no strong culture of safety and communication both within the practice and between patients and practice staff	
Organisation and management factors	There is no standard process for inducting new staff into the practice, including the practice protocol for follow up and recall of test results	

Adapted from Vincent C. Patient safety. London: Churchill Livingstone Elsevier, 2006, p. 108