

# Blueprint for Reviewing Clinical Concerns & Events



## 1. Plan your Review:

- Define the potential clinical concerns,
- Identify the persons (and their Organizations) with knowledge of the event,
- Review pertinent standards, policies, training materials
- Ensure appropriate persons are notified

## 2. Gather information:

- Collect pertinent records (Communication recordings, patient care records)
- Identify persons to interview or have interviewed
- Prepare for the interviews without unnecessary delays
- Interview people with first hand knowledge. Be cautious with hearsay.

## 3. Define the sequence of events using the information gathered:

- Define the events, actions and performance that occurred (what happened)
- Define the sequence in which events occurred
- Avoid considering causation of any type at this time

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## 4. Define Causal Factors -

- Involves a systems approach
- Is not about who did what wrong, was the care appropriate or did we follow the procedures.
- Does not involve disciplinary actions

## 5. Analyze information and causal factors

## 6. Identify potential improvements

## 7. Submit a draft report including a minimum of items 1-3 above.

## 8. Develop an implementation plan for improvements

## 9. Ensure a final report is created and filed.

## 10. Monitor progress of implementation plan

## 11. Follow up on implementation

Submit all information, records and questions to BOTH the System Clinical Performance Improvement Committee Chair and OMD PI Coordinator. Label all documents as Confidential.



## Interviewing Tips and Best Practices

(It is an interview not an interrogation)



1. Choose a private, comfortable, business location. Telephone interviews should only be used for follow up questions.
2. Ideally, interview one person at a time.
3. Eliminate all interruptions if at all possible.
4. Manage your bias and preconceptions. Avoid drawing early conclusions.
5. Introduce yourself and the event/call you will be discussing. Try to place him/her at ease to the extent possible.
6. Inform the interviewee that his/her information is very important and helps us learn what happened, why it happened and what if anything could be improved upon.
7. Allow him/her to do most of the talking. Actively listen. Avoid interrupting.
8. Remind the interviewee that the information provided is confidential, honesty and open discussion are critical AND the focus of the review is to identify improvements.
9. After the interviewee has provided information from start to finish (open ended questions), you may ask clarifying questions. Use closed questions as needed. DO NOT ask leading questions.
10. Give the interviewee time to think and speak.
11. Avoid discussions that detract from obtaining the interviewee's information.
12. Guide the interview; The person being interviewed is the focus; the interviewer is not the focus.
13. Avoid judgmental or confrontational statements or questions.
14. When the interview is complete, ensure you understand the information provided, have no additional questions and your clarifying questions have been addressed.

### References:

Paradies M, Unger L. TapRoot® Changing the Way the World Solves Problems. First Edition. Systems Improvement, Inc. Knoxville, TN 2008  
Fisher RP, Geiselman RE. Memory-Enhancing Techniques for Investigative Interviewing: The Cognitive Interview. Charles C Thomas  
Publisher. Springfield, IL 1992

## Questioning Template:

### A Starting Point



1. *"In your own words and with as much detail as you can, explain what happened with this \_\_\_\_\_ (call) from the beginning to \_\_\_\_\_ (define the end)"*
2. If the interviewee is unsure of what you want, provide a starting point and ask to describe their recall from that point forward.
3. If the interviewee is still unsure of what to provide, then guided questions may be helpful (Note: this should not be the initial method used):
  - *"What did you see when you first entered the patient's room?"*,
  - *"And what did you and your crew do then?"*,
  - *"Tell me about your discussion with the patient when \_\_\_\_\_"*
  - *"Thinking back to when you were retrieving and preparing the medication \_\_\_\_\_, describe what you saw and what you did."*
4. After the interviewee has provided information from start to finish, you may ask clarifying questions. Ask in sequence. NO leading questions!
  - *"Was the medication in the syringe yellow?"* vs. *"Describe the appearance of the medication in the syringe."*
  - *"You don't recall who asked the patient about driving himself to the hospital do you?"* vs. *"You stated that after the assessment you and the patient discussed transport. Describe the specifics of this discussion."*
  - *"Tell me what injuries you found on the legs, abdomen and chest"* vs. *"You described your assessment of the patient's head. Tell me more about your assessment of his chest. (once answered) Now tell me more about the assessment of the abdomen."*
4. Using as many of their words as you can, recap your understanding of the relevant actions, events, and sequences periodically to ensure you have correctly understood and recorded the information. Do this during pauses to avoid interrupting.
5. *"Do you have any questions or any additional information for me?"* Thank the interviewee and recap points about confidentiality and event review next steps.