



7. juni 2012

# Adverse Event analysis in Psychiatry

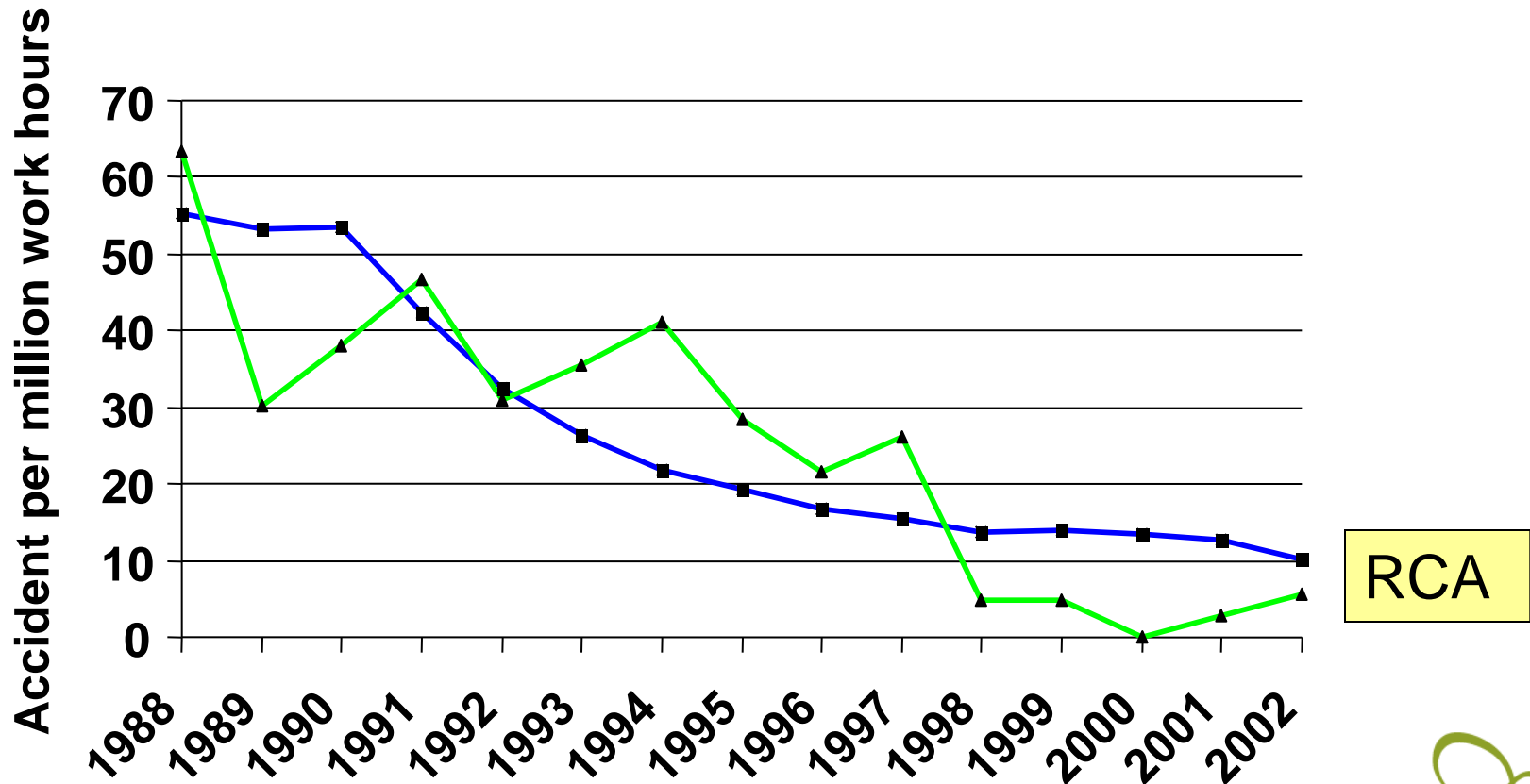
FRAM used retrospective

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# The causality credo



# Strengths of the FRAM

Homepage - [www.functionalresonance.com](http://www.functionalresonance.com)

- ✓ FRAM provides a way to develop an overall understanding of how a socio-technical system works – or should work.
- ✓ FRAM avoids the trap of finding a solution for each cause on its own – it doesn't focus on causes and quilt.
- ✓ FRAM helps the analysis team to ask questions before it looks for answers.
- ✓ FRAM guides the analysts and provides them with clues where to look.

# Strengths of the FRAM

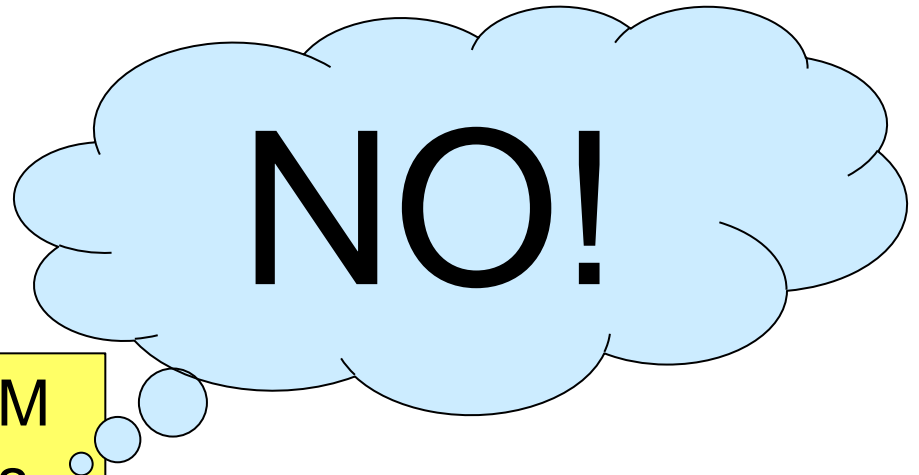
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- ✓ FRAM provides an explanation of what happened – it includes the specific adverse event.
- ✓ FRAM provides information for management to act preventive and not only corrective, because it can predict how an event will develop and whether control can be lost.
- ✓ FRAM identifies functional resonance introduced by management decisions like policies and strategies.
- ✓ FRAM can help management to identify and understand possible impact on the organisation due to a management decision, for example a new goal.

# Weaknesses of the FRAM

Homepage - [www.functionalresonance.com](http://www.functionalresonance.com)

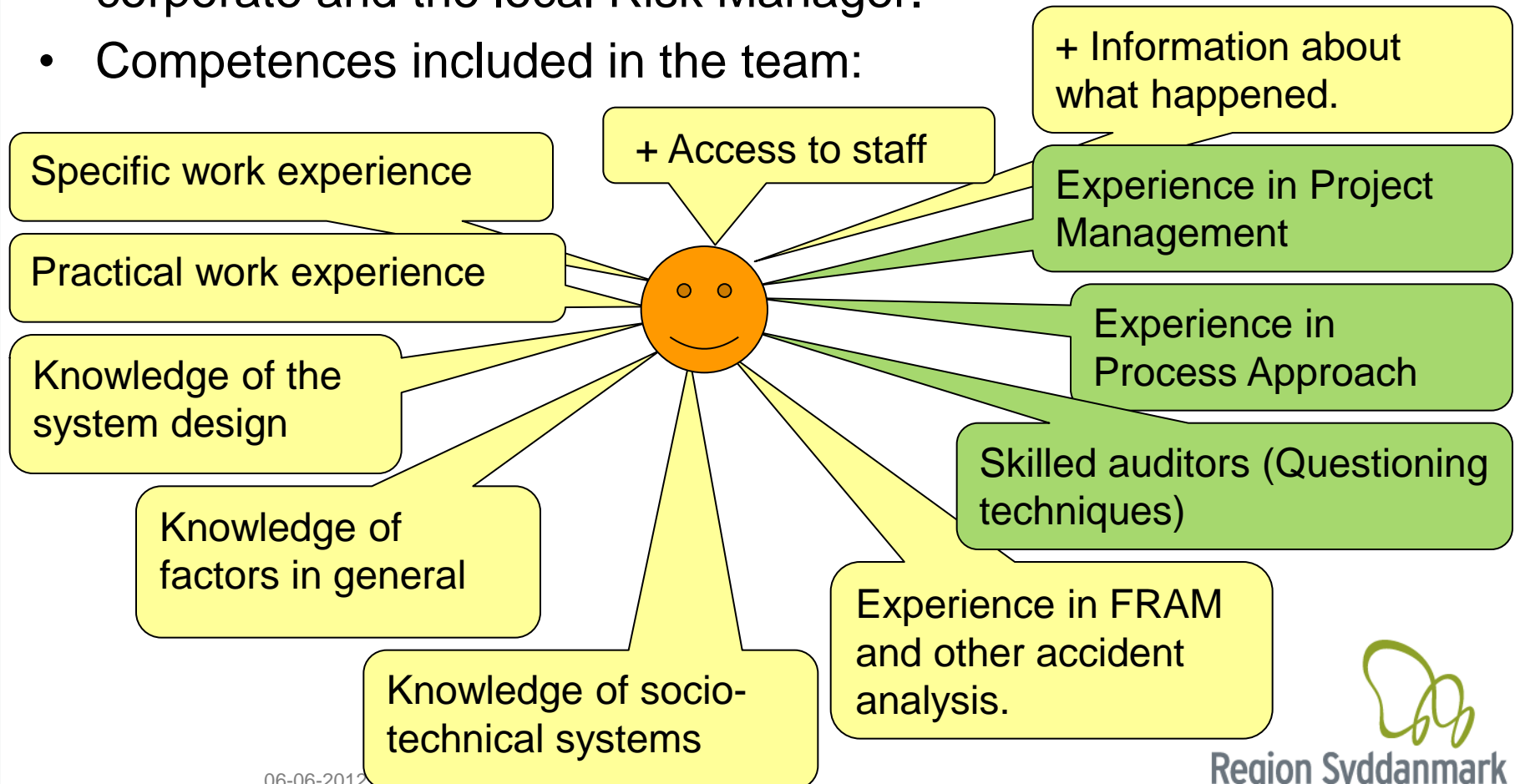
✓ FRAM takes a long time.



Because the result of FRAM used retrospective contains the functional resonance that can emerge and explain future adverse events.

# The Team

- 4 persons, including 2 staff members of the Psychiatry - the corporate and the local Risk Manager.
- Competences included in the team:



# Collection of data

## Document review

- Description of what has happened – Event map or Timeline
- “Work-as-imagined”
- Accredited organisation with policies, strategies, procedures and instruction.
- Registrations - initiating (input/precondition) or documenting (output) functions.

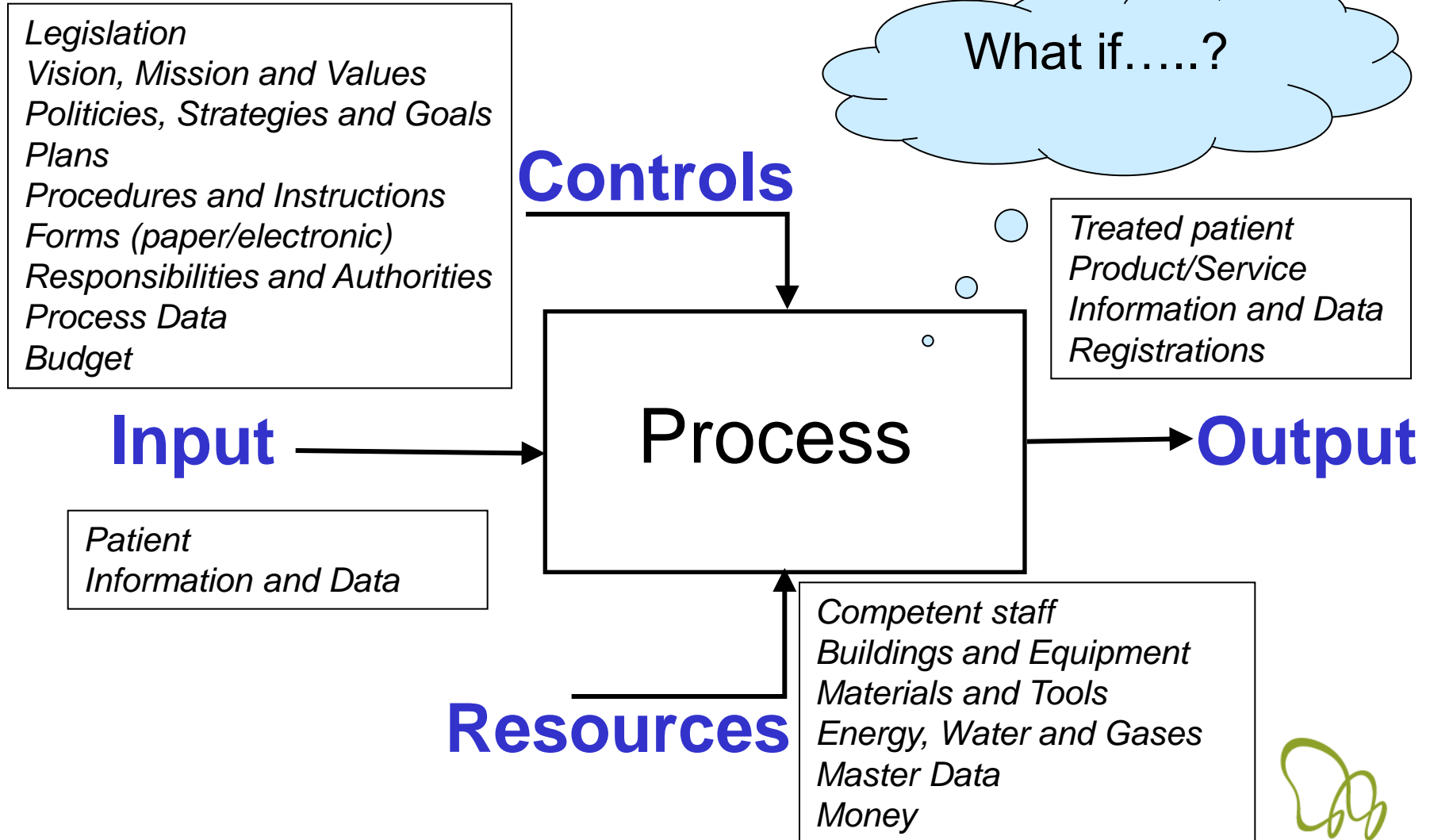
## Interview

- “Work-as-done” – normal and abnormal variability.
- Identify the dynamic couplings playing a role.
- Audit techniques – ISO 19001 – open questions.
- Checklist to guide the auditors (surveyors).

5 functions

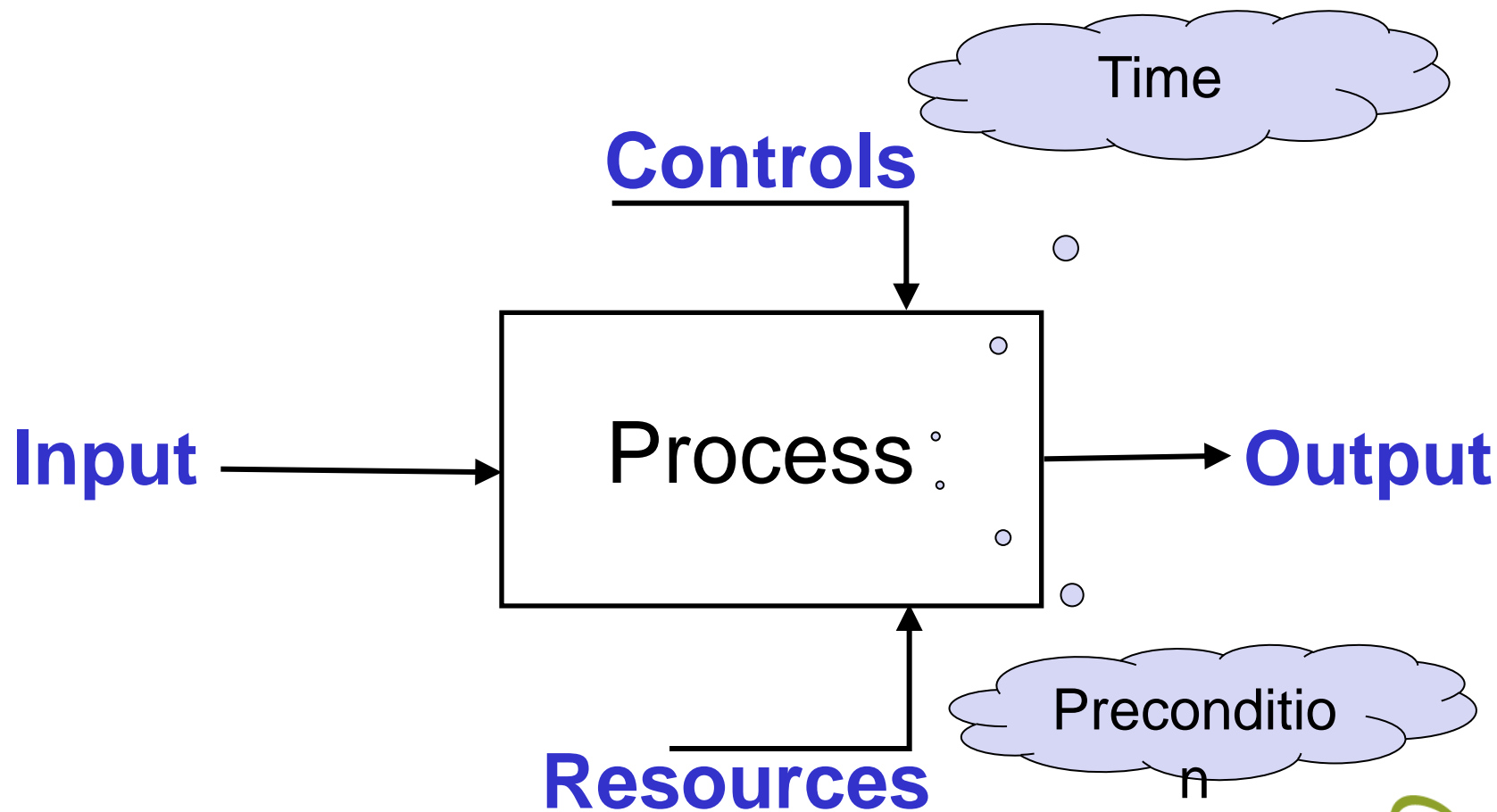


# Audit techniques and Process Approach





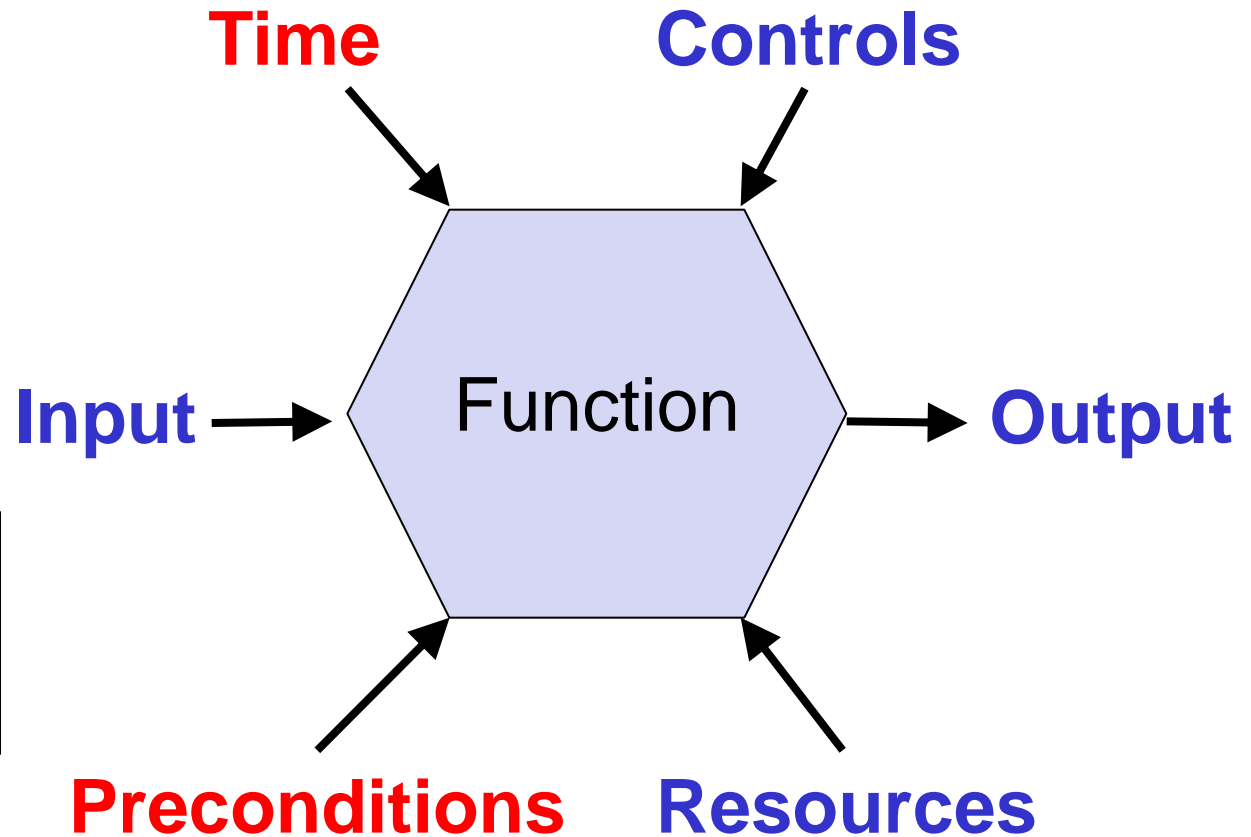
# Additional aspects for the auditor



# ....and different approach



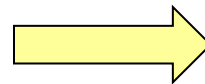
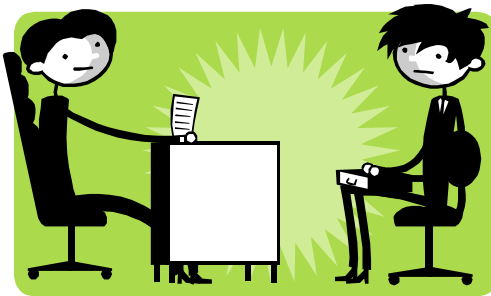
Not look for conformity, but variability.



# Interviews

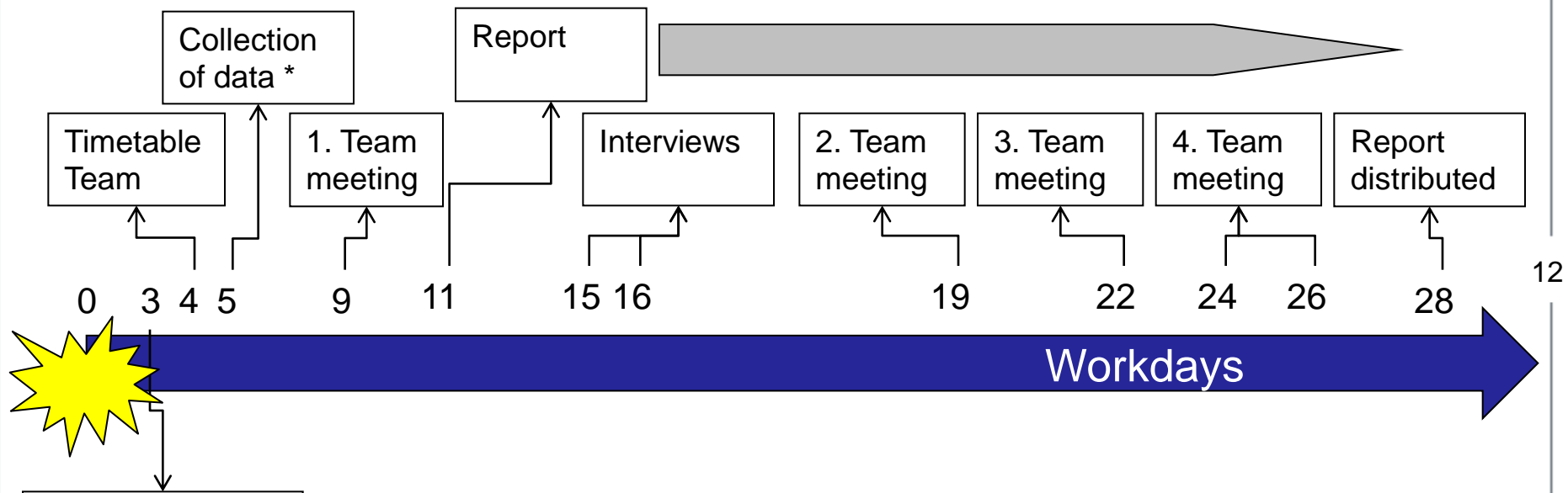
Specific and Practical  
work experience

- 2 group interviews - each interview 2 members of staff and 2 auditors.
- On-site interviews.
- Checklist to control the interview and ensure the data collection.
- Duration 1.5 to 2 hours.
- Staff members used 8 hours



Notes

# Timetable



Request from Top Management

1. Team meeting: Analysis Method, team members tasks and start of analysis (Event map)
2. Team meeting: Review of interviews and documents
3. Team meeting: Conclusion
4. Team meeting: Final version of report

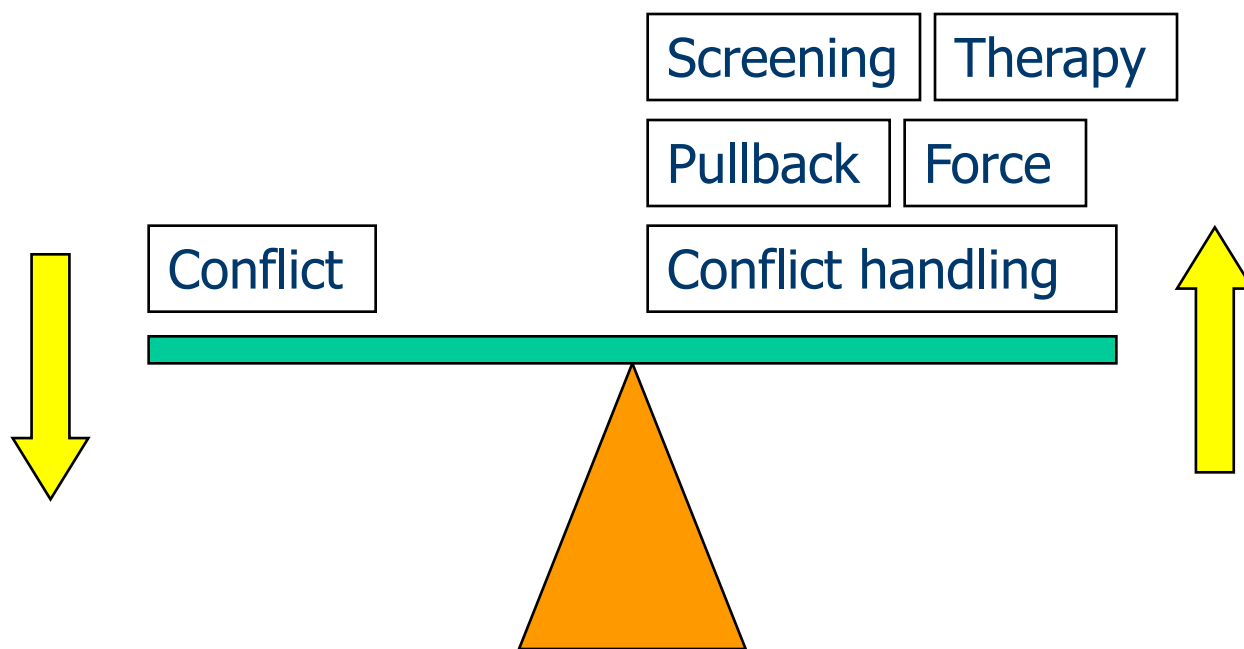
# Ressources

- Time consumption in total was app. 120 hours on this first FRAM – I expect time consumption to be reduced to 60 hours.
- The first FRAM can explain the next adverse event – a new analysis is not necessary. You have only to check for variability/functional resonance overseen in the first FRAM.

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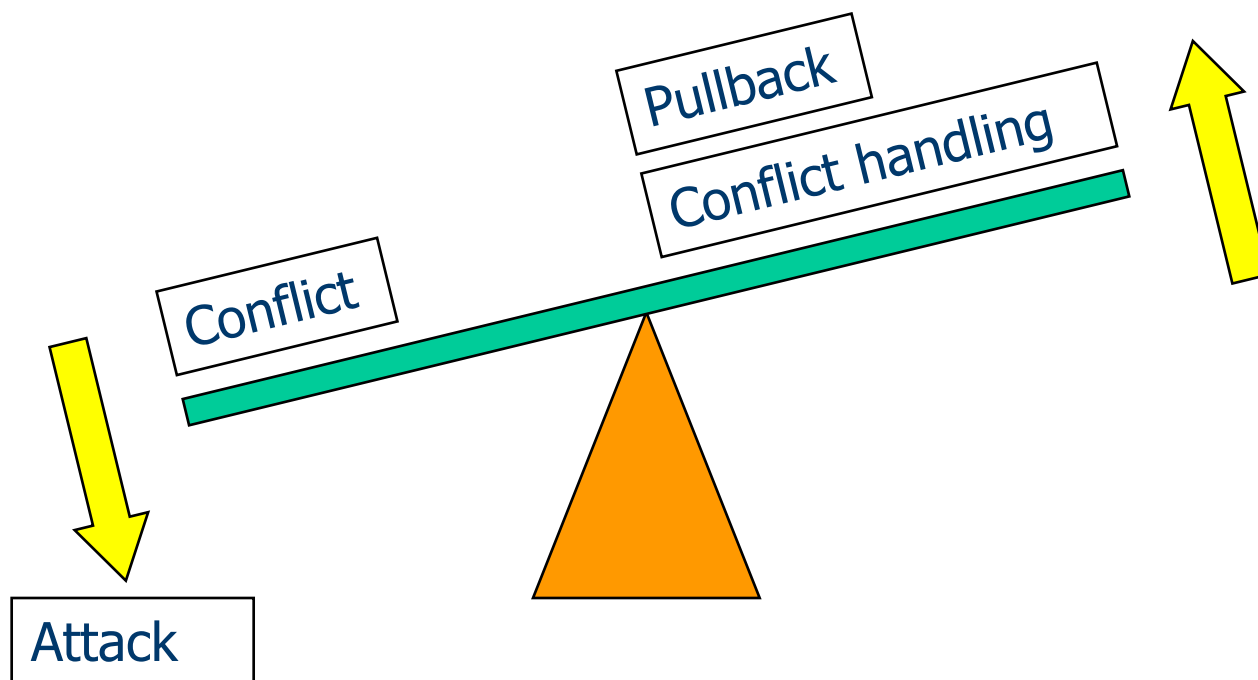
# Management dilemma – Conflict handling

- The principle of “Just enough”.
- Management goal: Reduce the use of force.



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- The principle of “Just enough”.
- Management goal: Reduce the use of force.



# Thank you for listening!



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