



Understand What Happened

- Gather information (e.g., incident report, supportive interviewing)
- Create detailed timeline

Determine How and Why It Happened

- Identify contributing factors and the relationship(s) among them using a diagram
- Finalize summary statements

Develop and Implement Actions for Improvement

- Develop SMART (Specific, Measurable, Achievable, Relevant, Time-bound) actions, using the Hierarchy of Intervention Effectiveness²

ISMP Canada analyzes medication incidents for the purpose of analysis and shared learning.

Questions? Contact LTC@ismpcanada.ca



HIERARCHY OF EFFECTIVENESS

SYSTEM-Based

High Leverage
MOST EFFECTIVE

Forcing functions and constraints
(e.g., removal of a product from use)

Automation or computerization
(e.g., automated patient-specific dispensing)

Medium Leverage
MODERATELY EFFECTIVE

Simplification and standardization
(e.g., standardized paper or electronic order sets)

Low Leverage
LEAST EFFECTIVE

Rules and policies
(e.g., policies to prohibit borrowing doses from other areas)

Education and information
(e.g., education sessions on high-alert medications)

Reminders, checklists, double checks
(e.g., independent double checks for high-alert medications)

PERSON-Based



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References:

1. Canadian Incident Analysis Framework. ISMP Canada. Available from: <https://ismpcanada.ca/resource/ciaf/>.
2. Hierarchy of Effectiveness. ISMP Canada. Available from: <https://ismpcanada.ca/resource/hierarchy-of-effectiveness/>.