



Error & Risk Analysis – London Protocol

Systemische Fehleranalyse ist ein zentrales Element des klinischen Risikomanagements.

L'analyse systémique des incidents cliniques est un élément central de la gestion du risque.

L'analisi sistemica di eventi avversi rappresenta un elemento fondamentale della gestione del rischio

Background

The London Protocol – a systemic analysis of clinical incidents – has found widespread use throughout Switzerland and in neighbouring countries.

Having evaluated a number of analytical methods and conducted a pilot study, the Swiss Foundation for Patient Safety opted in 2007 to deploy the London Protocol (Taylor-Adams and C. Vincent) and to promote its use throughout Switzerland in partnership with the Hôpitaux Universitaires de Genève (HUG) and the Ente Ospedaliero Cantonale (EOC).

Findings

1 The analytical method has proved itself fit for purpose; it leads to better understanding within organisations and enjoys a high level of acceptance. As a result, the London Protocol has the potential to become a key tool for the promotion of safety culture.

The London Protocol ...

- ... is a structured analysis that uses proven tools.
- ... facilitates an open and constructive way of dealing with errors and fosters trust within the organisation.
- ... targets improvements throughout the system and in the long term.
- ... is readily understood and cogent, yet also reflects the complexity of daily clinical practice.
- ... is based on a model of organisational accidents developed by James Reason that facilitates a common language for analytical discussions surrounding clinical risk management.

2 To ensure a lasting impact, the analysis calls for thoughtful implementation which includes a thorough dissemination of findings throughout the organisation.

This requires from the management:

- an understanding of the relevance of London Protocol in clinical risk management.
- the sensitisation to the need for an appropriate corporate culture, such as the introduction of a just culture.
- an internal concept that embraces the integration and aims of the London Protocol in terms of clinical risk management.
- resources to be put at the disposal of staff for the conducting of analyses.
- strategies aimed at facilitating knowledge exchange within the organisation.

Conclusions and further measures

1 The London Protocol as a key tool in clinical risk management must be raised at senior management and director level. The Foundation for Patient Safety is therefore developing a concept.

2 High quality analyses are required to result in safety improvement. The ERA courses are aimed at further nurturing knowledge of the analyse methodology. For further promotion the Foundation is planning more follow-up networking encounters throughout the country and the development of new forms of training (linking on-site analyses with further training).