

System Factors Guide

System Level	System Factors
Patient	<p>Possible relevant factors:</p> <ul style="list-style-type: none"> ▪ patient identification ▪ special personal characteristics ▪ important conditions the patient had ▪ medications the patient was taking (prescription, over-the-counter, herbal) ▪ important decisions and actions taken by the patient <p>Consider other patients the individual was involved with – (How many? Special characteristics?)</p>
Personnel <ul style="list-style-type: none"> • individual being assessed • other personnel • team, if there was one 	<p>Possible relevant factors:</p> <ul style="list-style-type: none"> ▪ physical characteristics and professional characteristics ▪ training or experience ▪ workload, rostering/scheduling/call ▪ tasks the individual was required to undertake, and the requirements for them ▪ personal physical and training requirements to complete the task ▪ generally accepted standards of practice and whether they were met ▪ possible impairment due to a medical condition and/or recent use of alcohol or drugs¹ <p>Make notes about the team. In addition to the above, other relevant factors may be:</p> <ul style="list-style-type: none"> ▪ team formation – experience and training of team members ▪ team leadership – management, direction, supervision
Environment/Equipment	<p>Possible relevant factors:</p> <p>Environment</p> <ul style="list-style-type: none"> ○ design/construction of the environment(s) where activities related to patient care took place (e.g. space/physical lay-out, lighting, ventilation, temperature, noise, busyness) ○ planned/scheduled housekeeping or maintenance of the environment ○ purpose/planned use of the environment ○ the effect the environment had on how care was delivered <p>Equipment</p> <ul style="list-style-type: none"> ○ the design, manufacture or maintenance of the equipment ○ planned introduction of the equipment (e.g. with orientation/training or standard replacement) ○ planned use of the equipment ○ planned supply of equipment ○ maintenance of the equipment
Organization	<p>Possible relevant factors:</p> <ul style="list-style-type: none"> ○ policies, procedures (standards) and manuals <ul style="list-style-type: none"> ▪ available/understandable/usable ▪ relevant/accurate/up to date ▪ any conflict with other organizational policies ○ communication channels - sharing information <ul style="list-style-type: none"> ▪ available/used ○ funding/budget goals and priorities
Regulatory Agencies	<p>Possible relevant factors:</p> <ul style="list-style-type: none"> ○ policies, procedures (standards) and manuals <ul style="list-style-type: none"> ▪ available/understandable/usable ▪ relevant/accurate/up to date ▪ any conflict with other regulatory policies or with organizational policies ○ communication channels - sharing information <ul style="list-style-type: none"> ▪ available/used ○ funding/budget goals and priorities

¹ Actions that could have been affected due to impaired cognition as a result of an underlying medical condition, prescribed treatment for a medical condition, alcohol use or illicit drug use are special situations that need to be considered through a distinct process – see 'Proceed?'