

PROCESS FOR CASE ANALYSIS

BACKGROUND QUESTIONS

1. **Could this case occur in your hospital?**
2. **How would you learn about it?**
3. **What would you do if you learned about this problem?**
4. **Who would you involve when trying to assess the situation?**
 - Was the diagnosis/prognosis/treatment plan correct?
 - Was treatment administered properly?
5. **What system issues would have to be overcome to deal with this problem?**
 - Perceptions of role, scope of work
 - Competing professional expectations
 - Staff relationships
 - Internal communication systems
 - Handling consequences like fear, shame, and blame
 - Available resources
 - Other
6. **Who could help develop an appropriate response to this problem?**

ANALYSIS MODEL

- **Topic:** Define the issues including the ethical components
- **Issues:** What happened in this case?
- **Learning Points:** What are the key learning points?
- **Guides:** Are there clinical guides or standards that should be used? How would you discover that information?
- **Disclosure:** Disclosure to staff and patients
- **Room for Improvement:**
 - Staff education
 - Implementing and sustaining quality control initiatives, clinical guides and standards.