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.