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介購單位：圖書館

書名： Patient safety-investigating and reporting serious clinical incidents

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內容簡介： This book offers a master class for anyone performing RCA and aiming to demonstrate learning and service improvement in response to serious clinical incidents. It is essential reading for any clinical or governance leads in primary care, including GP practices, 'out-of-hours', urgent care centres, prison health and NHS 111. It also offers valuable insights to any clinician who is in training or working at the coal face who wishes to understand how serious clinical are investigated and managed.

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- 1 Introduction: why do we still miss appendicitis?
 - 2 Root cause analysis: background and context
 - 3 How do we recognise serious clinical incidents?
 - 4 Recognising serious incidents using the SIRT: case studies
 - 5 A culture of complaint: openness, candour and blame
 - 6 Root cause analysis: what happened? The evidence
 - 7 RCA-what happened? Care and service delivery problems
 - 8 RCA-understanding why
 - 9 Understanding why: system factors
 - 10 Human factors
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