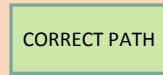
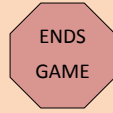


1

START

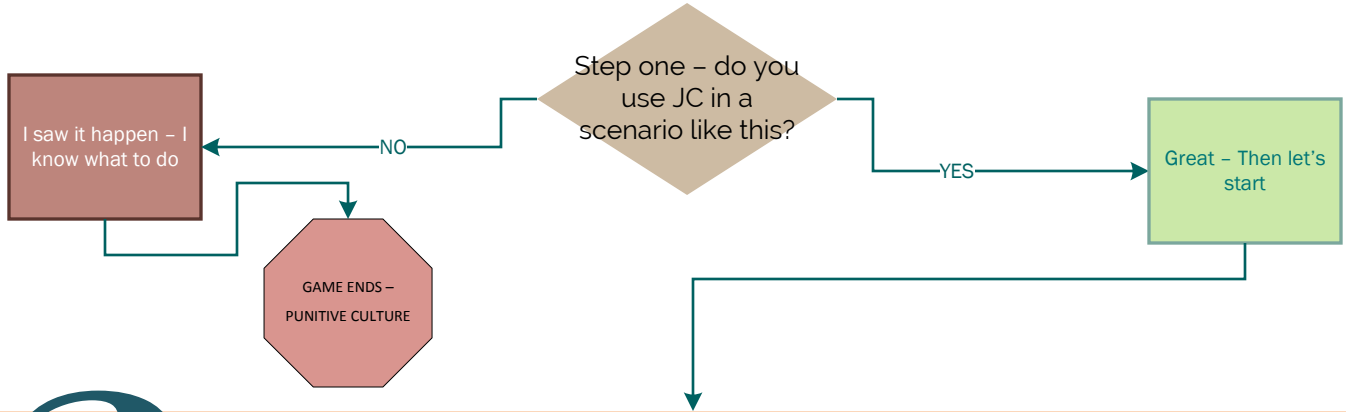
KEY:



SCENARIO: TBD

Scenario (non-work related) occurs and is witnessed by the player

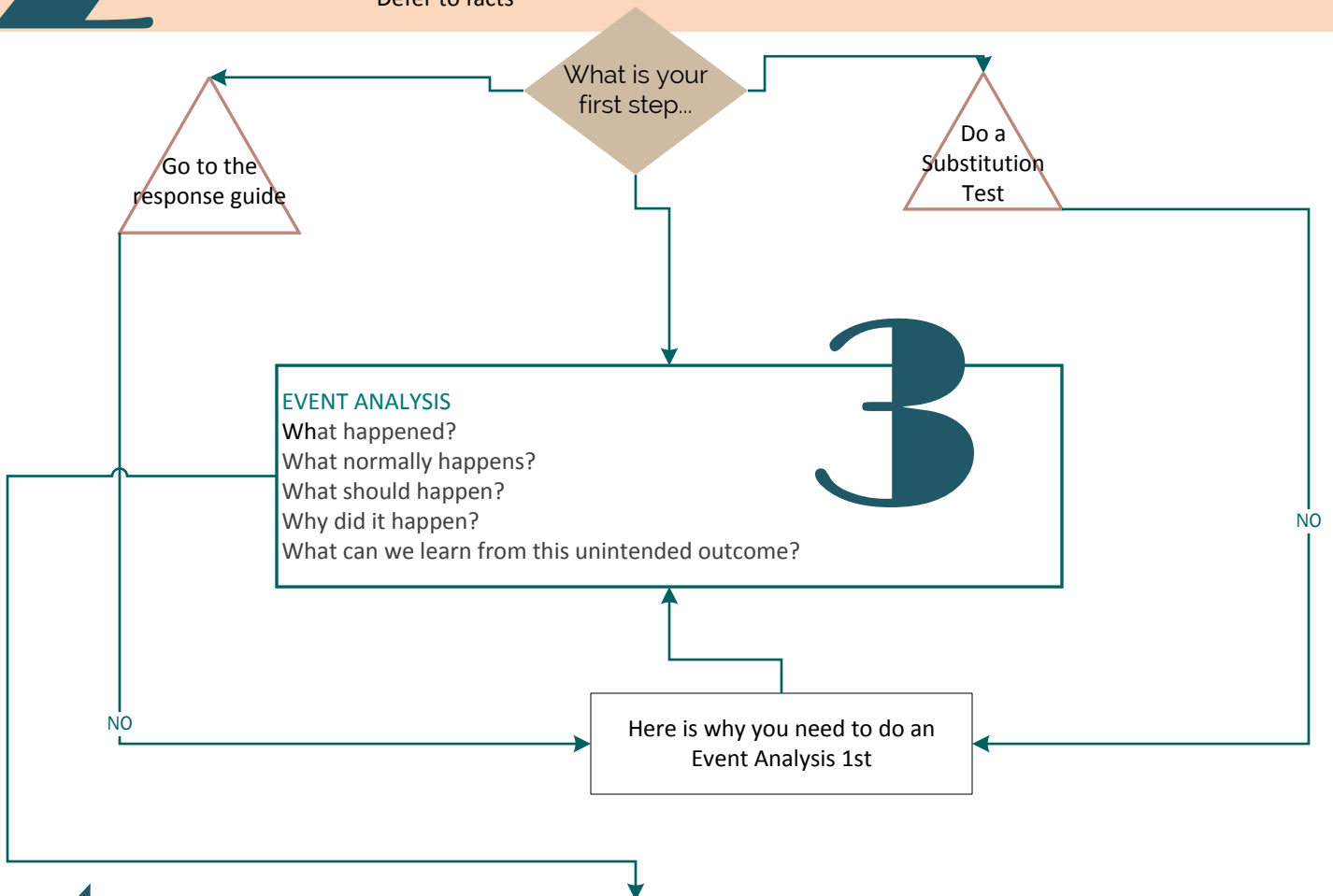
Event Occurs



2

Attitude & Mindset

Remain calm
Stop behavior
Defer to facts



EVENT ANALYSIS
 What happened?
 What normally happens?
 What should happen?
 Why did it happen?
 What can we learn from this unintended outcome?

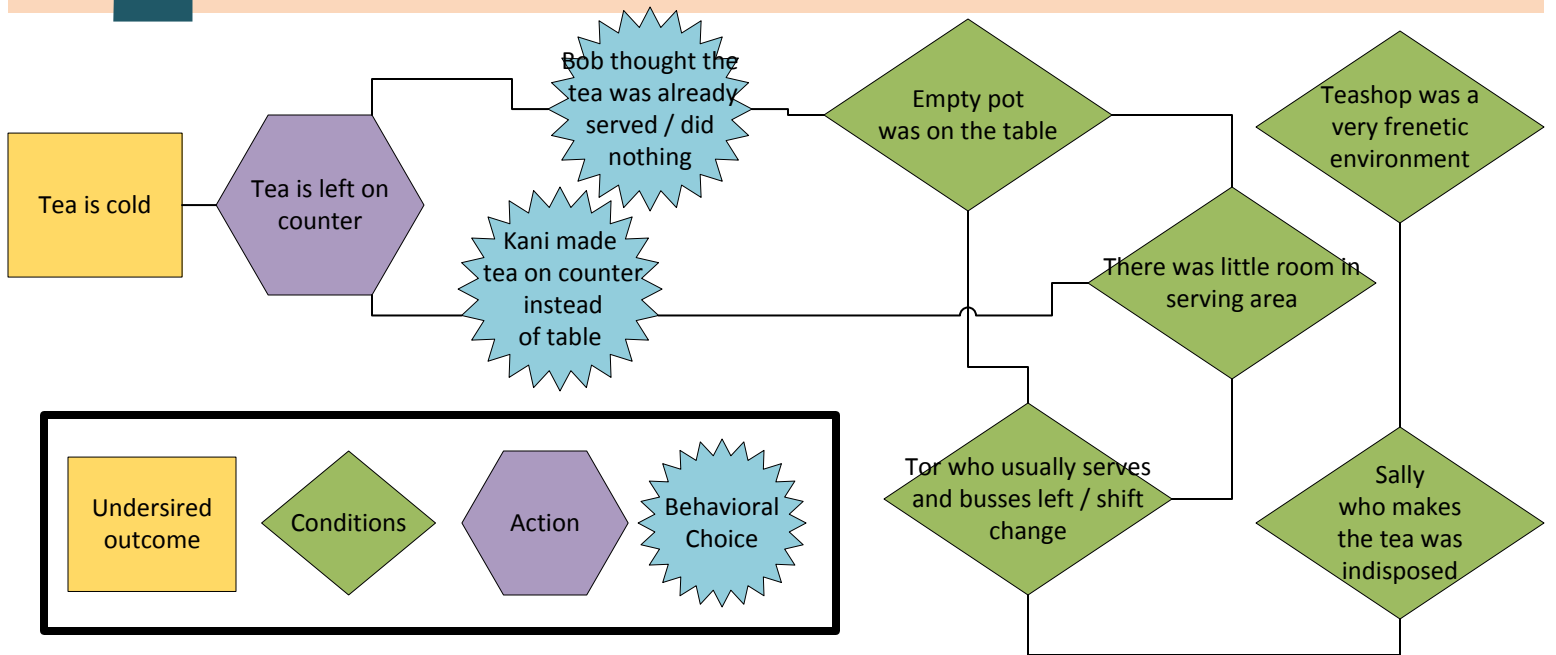
3

Here is why you need to do an Event Analysis 1st

4

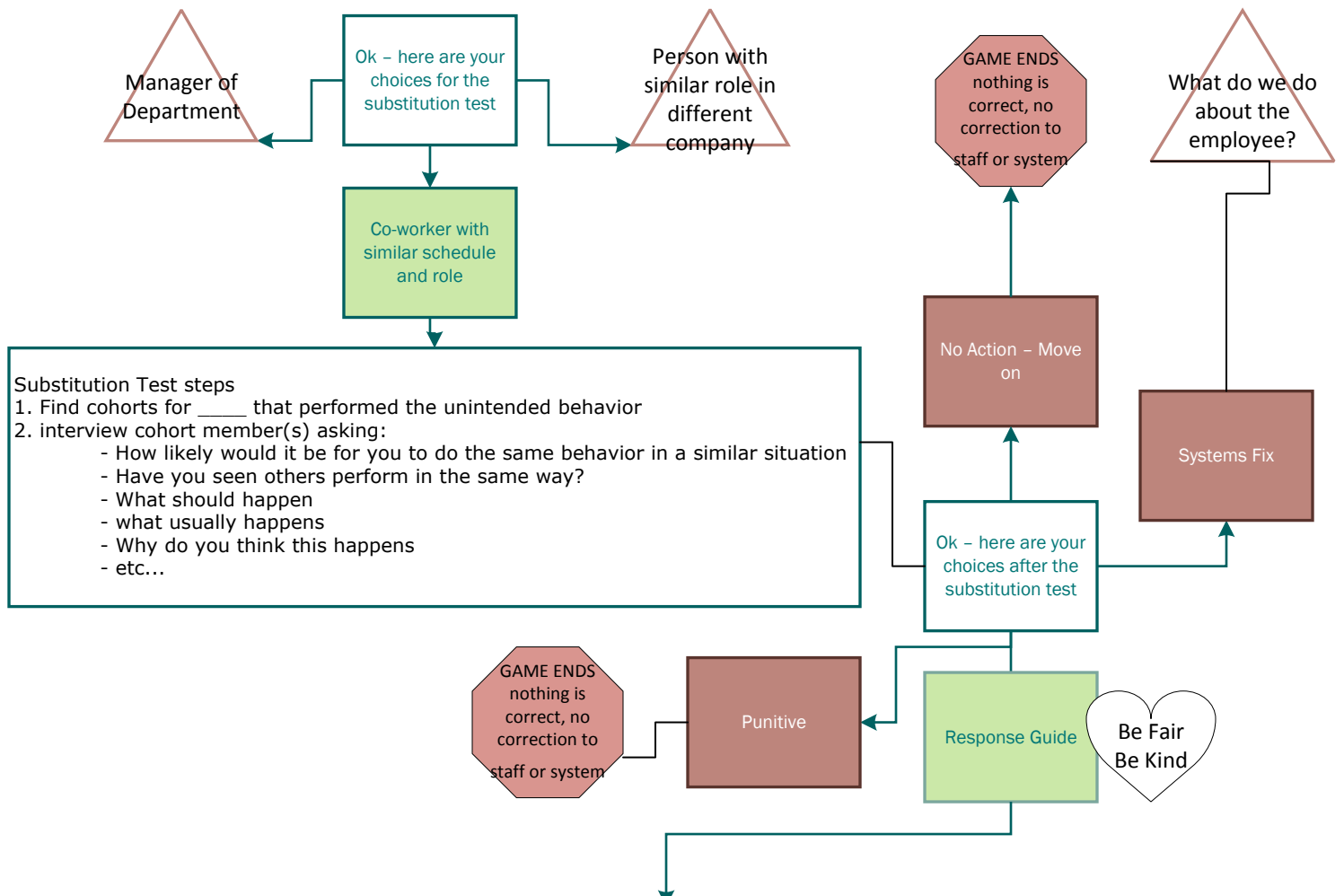
CAUSAL DIAGRAM

Below is an example – not indicative of scenario



5

SUBSTITUTION TEST



6

RESPONSE GUIDE

DELIBERATE HARM TEST

(a)

Remember from the interview

- A. They did X to help the person/customer/situation
- B. They did Y do help more people/customers/situation
- C. They like to do what is right by the company

Were the actions intended to cause harm?

YES

Malicious Behavior (may warrant legal action)
Assess system for improvements to prevent intentional harm

GAME ENDS
NOT FAIR
NOT KIND

Be Fair
Be Kind

NO

INCAPACITY TEST

(b)

Remember...

- A. Person self-reported the fact that they did have any mental conditions
- B. Person explained that they were not on any medication or drugs
- C. Person was rational and consistent, showing no signs of incapacitation

Was there evidence of substance use?

YES

Was the substance use related to the treatment of a known medical condition or illness?

There were no signs of use.
Had there been...etc.

Refer to HR or Return to Work for next steps.

Be Fair
Be Kind

NO

Did a medical condition/illness impact the individual's ability to perform their job?

YES

There were no signs of conditions or illness

Remember...

- A. Person self-reported the fact that they did have any mental conditions
- B. Person explained that they were not on any medication or drugs
- C. Person was rational and consistent, showing no signs of incapacitation

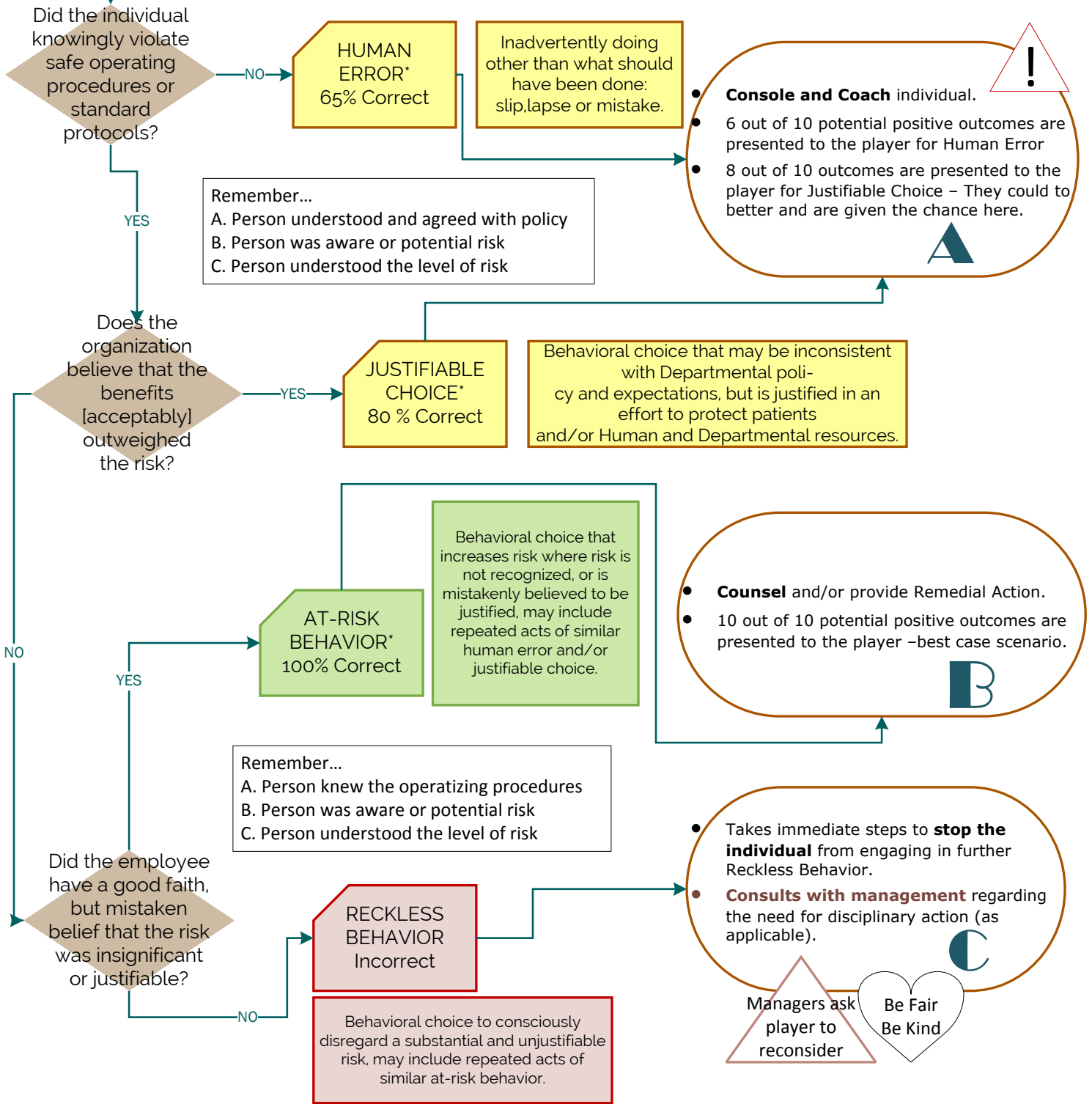
NO

FORSIGHT TEST

(c)

Remember...

- A. Person knew the operating procedures
- B. Person was not trying to take a chance for the patient's benefit
- C. Person was not trying to juggle too many factors



REPETITIVE HUMAN ERROR
 REPETITIVE JUSTIFIABLE CHOICE
 REPETITIVE AT-RISK BEHAVIOR

Similar repetitive behaviors within a reasonable timeframe, as determined by the circumstances, that could demonstrate workforce member inability to fulfill the work requirements and/or assigned job duties/responsibilities.

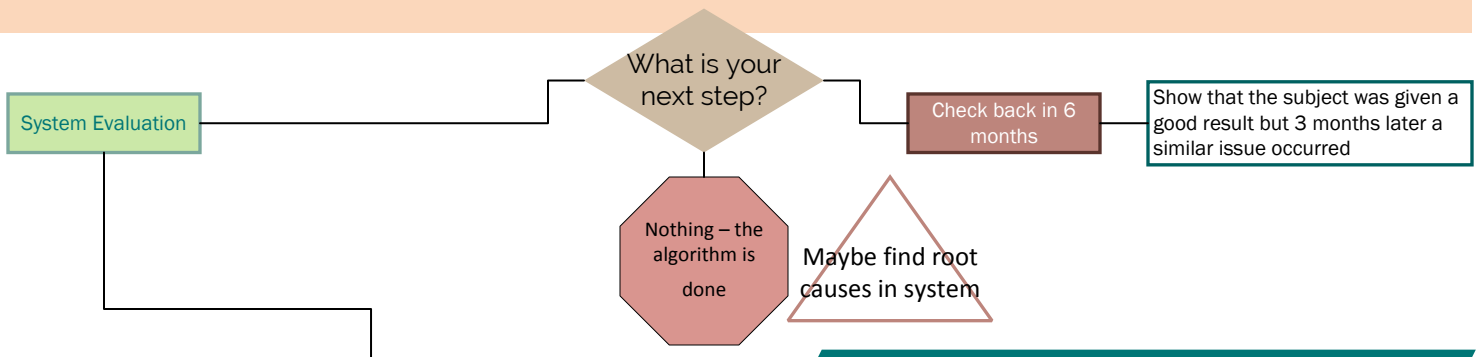
7

Apply Result

A or B

8

Systems Fixes



When evaluating the system consider:

- Results of Substitution Test (Would other in similar situation do the same thing)
- Do existing policies and procedures promote expected behavior?
- Are appropriate resources available?
- Is suitable education/training available?
- How does the organization balance use of resources with risk related to Human Error and/or Behavioral Choices?
- Work with staff to redesign the system or its components to prevent and/or mitigate unintended risks or harm.

It is essential to remember the importance of evaluating for System Contributors that allow/encourage unwanted Human Error or Behavioral Choices, and identifying system modifications that can help prevent recurrence or minimize potential harm.

Evaluate for System Contributors that allow/encourage unwanted Human Error or Behavioral Choices, and identify system modifications that will prevent recurrence or minimize potential harm. When evaluating the system consider:

- Results of Substitution Test
- Do existing policies and procedures promote expected behavior?
- Are resources appropriate/available?
- Is suitable education/training available?
- Determine the organization's tolerance to risks related to Human Error and/or

Behavioral Choices

- Work with staff to redesign the system or its components to prevent and/or mitigate unintended risks or harm.

For At-Risk/Reckless Behavior:

- Assess if there are incentives to engage in such behavior
- Establish clear expectations from individuals who engage in such behavior. This may include placing or changing incentives and consequences to discourage undesirable behavioral choices and encourage desirable behavioral choices.

