

Clinical Practice Influencing Factors

Factor Types	Influencing Contributory Factors	Examples
Organizational and Management Factors	<ul style="list-style-type: none"> *Financial resources and constraints * Organizational structure * Policy standards and goals *Safety culture and priorities 	Lacking senior management procedure for risk reduction
Work environment	<ul style="list-style-type: none"> *Staffing levels and skills mix *Workload and shift patterns *Design, availability and maintenance of equipment *Administrative and managerial support 	<ul style="list-style-type: none"> *High workload *Inadequate staffing *Limited access to essential equipment *Equipment models or brands vary *Excessive alerts
Team factors	<ul style="list-style-type: none"> *Verbal communication *Written communication *Supervision and seeking help *Team structure 	*Inadequate hand-off
Individual (staff) factors	<ul style="list-style-type: none"> *Knowledge and skills *Competence *Emotional health 	Lack of knowledge or experience of specific staff
Task factors	<ul style="list-style-type: none"> *Task design and clarity of structure *Availability and use of protocols *Availability and accuracy of test results 	<ul style="list-style-type: none"> *non-availability of test results or protocols *electronic and paper orders as vulnerable workflow processes and procedures
Patient factors	<ul style="list-style-type: none"> *Condition (complexity and seriousness) *Language and communication *Personality and social factors 	<ul style="list-style-type: none"> *Distressed patient *Multiple co- morbidities

- After a care management problem has been identified, consider the conditions in which the error occurred in a wider organizational context (contributing factors).
- Distinguish if the contributing factors are **general** or **specific**:
 - For example, a communication failure between a doctor and a nurse may have contributed to a care management problem. If this is an isolated occurrence, then it is **specific**; on the other hand, if this problem is quite common, then this would be noted as a general contributory factor of “poor communication.”