EPA GIM Nr. 14

1. Title	**Managing critical incidents regarding patient safety**
2. Description (Specifications and limitations)	Refers to the management of errors, near misses and adverse events at patient level. ***Setting:*** • Home, ambulatory, • Hospital, other institutions, nursing home ***Timeframe:*** starts with the recognition of a patient-level critical incident and ends with the discussion and analysis of the event ***Includes the following tasks:*** • Identify, report, analyze, document near misses and critical incidents • Disclose errors to patients • Address strategies to avoid recurrence ***Excluding:*** Incidences without resolution possibliities at the Institutional level, incidence management on a hospital or national /political level
3. Potential risks in case of failure	Legal consequences to the institution; recurrence of similar events.
4. Most relevant Competency Domains (emphasis)	• Professional • Communicator • Leader/Manager
5. Knowledge, Skills, Attitude	***Knowledge and Skills:*** • Defines the different types of patient safety incidents and recognizes them in his/her professional practice. • Differentiates unavoidable clinical outcomes related to a disease or its management, from avoidable outcomes releated to medical activities.. • Is aware of at what level the incidence has to be reported and dealt with and how to seek advice and help. • Demonstrates knowledge of relevant legal and institutional policies.

	• Provides timely factual communications about the occurrence and reasons for a patient safety incident, as they become known. • Appologies in an appropriate way • Supports the team and other health providers affected by the patient safety incident. • Supports team in disclosure communications. • Documents patient safety incidents and their disclosure in the patient's health record ***Attitude*** • Accepts the personal obligation to disclose patient safety incidents in accordance with codes of ethics, professionalism, organization, regulatory policies, and legislation. • Self-reflects and learns from patient safety incidents to prevent their recurrence. • Has courage and will to speak up. • Engages in maintaining trust in the patient–physician relationship (transparency, honesty, etc). • Partners with patients and/or families to meet their clinical, emotional and information needs. • Is aware of own behaviours after the event (second victim). • Engages in self-care and healthy coping strategies to deal with the incident. • Demonstrates professionalism: respect, proactive involvement, integrity, reliability, collegiality, awareness of own limits • Demonstrate openness to feedback and opinions of others • Seeks help if needed.
6. Information sources to assess progress	• Direct observations • Case presentation and chart review • Simulation training • Debriefing sessions, Morbidity-mortality sessions; Clinical-pathologic conferences
7. Entrustment/ Supervision Level expected at the end of training:	Distant supervision (Level 4)
8. Expiration date	NA

The EPA committee of the SIWF approved this EPA on 02.05.2025.

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