



### Where can I get more information?

Contact your Quality and Patient Safety (QPS) colleagues/department.

Find guidance and other documents on our website – <https://www.hse.ie/eng/about/qavd/incident-management/>

HSE Employee assistance and counselling services – <https://www.hse.ie/eng/staff/workplacehthwellbng/stfsuprts/eacounsel/>

### Contact Details

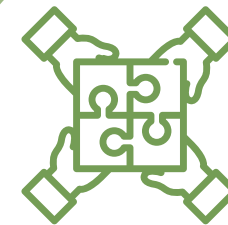
Name of Liaison Person:

Email:

Phone:

# Systems Analysis

## Staff Information Leaflet





## What is systems analysis?

It's an approach for reviewing incidents that is internationally recognised. All the reviews in the HSE Incident Management Framework (IMF) 2018 use it (except After Action Review).

## Why do we use systems analysis?

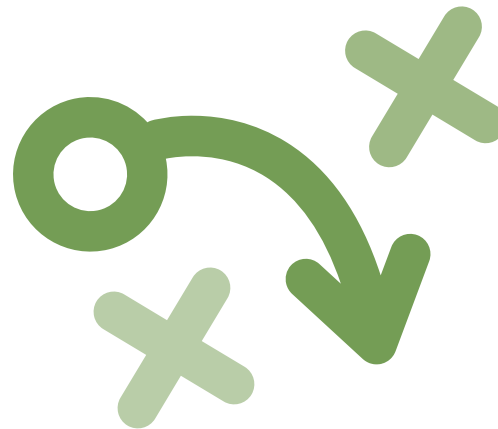
Outcomes for those accessing services are generally good but despite our best efforts things can and do go wrong sometimes. When this happens, we need to find out what happened, how and why it happened so that we can make changes to minimise or prevent it happening again. We do this by looking at the entire system of care and service delivery. A systems analysis approach to review therefore promotes a just and fair culture.

The aim of any incident review is to learn and improve safety in the system. To do this we need to work together to understand the system and the changes required to improve safety.

*One of the reasons that things go wrong in health and social care services is that the system is complex, those we engage with are vulnerable and we are all human.*

*Using systems analysis to review safety incidents recognises that there are usually lots of factors that come together and contribute to an adverse outcome.*

*Changing and improving systems is more likely to make care safer than blaming the people that operate those systems.*



## What is expected of you?

**Participation:** to engage and co-operate with reviews conducted in line with the HSE Incident Management Framework.

## What can I expect?

**Respect:** We will be open and honest with you and treat you with care and compassion.

**A named contact:** We will nominate a liaison person who you can contact to discuss the review process, your involvement in it, the supports available and answer any questions you may have. The liaison person will keep you informed throughout the process.

**Fairness:** The review will be conducted in line with fair procedures and natural justice.

**Outcome:** You will be made aware of the outcome of the review and any recommendations that are made.

