# A Guide to Determining Severity and Harm levels in Complaint Issues

NOTE: This guide should be used in conjunction with **Section 4.1 of the Complaints Management System Training** eLearning module suite in the *Discovery Zone Hub* on HSELand.

The first stage in assessing a healthcare complaint is the identification of issues contained within a letter of complaint, and an assessment of their severity and harm.

The examples in this guide can be used as a support in assessing the severity and harm on an issue.

To facilitate the identification of issues within a healthcare complaint, each subcategory of complaint has been assigned a suggested severity rating range, however the Complaints Officer may raise or lower the level based on the seriousness of the complaint. The suggested severity rating range are available in the appendices of the Complaints Management System User Manual and in the appendices of this document.

## Section 1.   Identifying Severity Levels

Severity ratings should be independent of outcomes (ie, harm).

To analyse a healthcare complaint, the following steps should be undertaken:
1) Read through the letter of complaint without coding anything
2) On second reading, identify the issue category (and, if required, sub-category) being complained about using the issue definitions and the keywords.
3) For each issue category identified, determine the severity level. The indicators are examples of (1) low, (2) medium, and (3) high severity issues for each issue category. Refer to HSE Issus Severity Levels.xlsx   for the baseline and the examples in this document if the severity level should be higher for the specific issue. Raise only after consideration of the seriousness of event (regardless of actual outcome).
4) If an issue category is not identified and attributed at severity score, it should be rated as 0 (not present).

### 1.   Safe and Effective Care
**Relates to:**
- ***Clinical standards of healthcare staff behaviour:***  Neglect (Hygiene & personal care; Nourishment & hydration; general). Rough handling & discomfort; Examination & monitoring; Making & following care plans; Outcomes & side effects.
- ***Errors, incidents, and staff competencies:*** - Error (diagnosis; medication; general); Failure to respond; Clinician skills; Teamwork.

- ***Problems in the facilities, services, clinical equipment, and staffing levels:*** -
  Accommodation; Preparedness; Ward cleanliness; Equipment; Staffing; Security,
  Continuity

**Keywords:**

"not provided", "was not done", "did not follow guidelines", "poor standards", "should have", "not completed", "unacceptable quality", "not successful", "incorrect", "medication error", "did not notice", "mistake", "failed to act", "wrong", "poor coordination", "unaware", "missed the signs", "diagnosis", "not available", "shut", "not enough", "dirty", "shortages", "broken", "poor equipment", "soiled", "used before", "poorly signed", "lack of"..

| Examples | | |
|---|---|---|
| **1. Low Severity** | **2. Medium severity** | **3. High severity** |
| Slight delay in making diagnosis | Clinical Staff failed to diagnose a fracture | Clinical Staff misdiagnosed critical illness |
| Slight delay in administering/prescribing medication | Failure to administer/prescribe required medication | Incorrect medication administered/prescribed |
| No care plan developed | Aspect of care plan overlooked | Failing to heed warnings in patient notes |
| Patient left with some scarring | Patient required follow-up operation | Patient left with unexpected disability |

### 2. Access

**Relates to:**

- ***Problems in bureaucracy, resources, facilities,  waiting times, and accessing care:*** -
  Delay (access; procedure; general); Bureaucracy; Visiting; Disability, Documentation.

**Keywords:**

"delayed", "postponed", "cancelled", "lost", "not admitted", "refused", "administrative problems", "not referred", "confused notes", "more paperwork", "unaware of me", "lack of", "parking", "visiting".

| Examples | | |
|---|---|---|
| **1. Low Severity** | **2. Medium severity** | **3. High severity** |
| Difficulty contacting healthcare unit | Waited in emergency room for hours | Unable to access specialist care |
| Waiting for appointment/treatment 6-12 months | Waiting for appointment/treatment 13-18 months | Waiting for appointment/treatment 18+ months |

### 3. Communication and Information

**Relates to:**

- ***Absent or incorrect communication from healthcare staff to patient/service users***: -
  Delayed communication; Incorrect communication; Absent communication

- *Healthcare staff disregard or do not acknowledge information from patient/service users:* - Ignoring patients; Dismissing patients; Token listening.

**Keywords:**

"no-one said", "I was not informed", "he/she said 'X'", "they told me", "no-one explained", "contradictory", "unanswered questions", "confused", "incorrect" , "I said", "I told", "ignored", "disregarded", "battled to be heard", "not acknowledged", "excluded", "uninterested" and "not taken seriously".

| Examples | | |
|---|---|---|
| **1. Low Severity** | **2. Medium severity** | **3. High severity** |
| Patient/service user question ignored | Patient-provided information dismissed | Critical patient-provided information repeatedly dismissed |
| Short delay communicating test results | Long delay communicating test results | Urgent test results delayed |

## 4. Dignity and Respect

**Relates to:**

- *Disrespect or violations of patient/service user rights by staff*: -**:** Disrespect; Confidentiality; Rights

**Keywords:** "rude", "attitude", "humiliated", "disrespectful", "scared to ask", "embarrassed", "inappropriate", "no consent", "abused", "assaulted",

| Examples | | |
|---|---|---|
| **1. Low Severity** | **2. Medium severity** | **3. High severity** |
| Staff member lost temper | Patient intimidated by staff member | Patient discriminated against |
| Staff spoke in condescending manner | Rude behaviour | Humiliation in relation to incontinence |

## 5. Participation

**Relates to:**

- *Disregard, or not appropriate care taken by staff to ensure service user understood and had given consent*:**:** - Consent, exclusion from decision-making. **Keywords: "**no consent", "not asked", "not allowed", "not included".

| Example | | |
|---|---|---|
| **1. Low Severity** | **2. Medium severity** | **3. High severity** |
| Patient's opinion discounted/not involved in care plan | Patient excluded from decision making process | Patient coerced |
| Unclear information for consent | Consent was obtained just prior to the procedure giving no discussion time | Do-not-resuscitate decision without obtaining consent |

### 6. Privacy

**Relates to:**

- ***Violations of patient/service user rights to privacy by staff***:: - Confidentiality; Privacy

 **Keywords:** "privacy", "breach"

| Example | | |
|---|---|---|
| **1. Low Severity** | **2. Medium severity** | **3. High severity** |
| Private information divulged to the receptionist | Private information divulged to family members | Private information shared with members of the public |
| Lack of privacy during discussion | Lack of privacy during examination/consultation | Patient/Service user experienced emergency medical care without privacy |

### 7. Improving Health

**Relates to:**

- ***Failure to educate the service user/carer, not providing information on care and prevention, ignoring the service users non-clinical needs, catering issues.***:: - Empowerment; Holistic Care, Catering

**Keywords:** "didn't explain", "didn't tell X","asked for", "ignored my request for"

| Example. | | |
|---|---|---|
| **1. Low Severity** | **2. Medium severity** | **3. High severity** |
| Staff were disrespectful towards patient/ family preferences | Parent not allowed to go to theatre with child. | Parent's request to be involved in decision-making (minor child) refused. |
| Request to be involved in care ignored by staff | Staff failed to educate patient in the current and next steps of their care | Independence and self care not supported |

### 8. Accountability

**Relates to:**

- ***Failure to adhere to the HSE's service user feedback policy. Concerns about invoices, billing and insurance***:: - Feedback; Finance

**Keywords:** "complaint", "bill", "invoice", "income collection"

| Example | | |
|---|---|---|
| **1. Low Severity** | **2. Medium severity** | **3. High severity** |
| Disputing charge for attending A&E | Lack of care/ poor treatment – not happy to pay bill as a result | Patient contacted by debt collection agency for invoice issued in error |
| Information on how to make a complaint not easily accessible | Concerns of service users not dealt with promptly | Service user had to go further about complaint due to no response, i.e., the Ombudsman or other body. |

## Section 2.    Identifying Harm Levels

The second stage in assessing a healthcare complaint is to specify the level of harm experienced and reported in the letter of complaint.

Assessments of harm should focus on the overall harm caused to patients by the issues raised in the letter of complaint.

For example, if the patient dies, but the complaint is about dignity after death, then the harm relates to the consequences of the lack of dignity. It is important to note that harm is independent from issue severity. For example, a patient describing a severe safety issue (eg, a medication error) may not have experienced harm due to the error being identified.

| Patient/service user harm | |
|---|---|
| 0. N/A | No information on harm is reported, or no harm came to the patient/service user |
| 1. Minimal harm | Minimal intervention or treatment required, upset caused to patient/service user |
| 2. Minor harm | Minor physical or mental harm caused to patient/service user, intervention from Clinical Staff or other primary care provider required to ameliorate harm |
| 3. Moderate harm | Significant mental or physical harm, secondary care intervention required to ameliorate harm |
| 4. Major harm | Patient/service user experienced or faces long term incapacity, either physical or mental |
| 5. Catastrophic harm | Death or multiple/permanent injuries, or chronic mental health problems. |

## Appendix 1:Categories and Suggested Severity Level Range

| Issue Category | Issue Category Type | Issue Category Sub-type | Suggested Severity Level Range, select or adjust as appropriate |
|---|---|---|---|
| Access | Accessibility / resources | Equipment | 2 to 3 |
| Access | Accessibility / resources | Medication | 2 to 3 |
| Access | Accessibility / resources | Personnel | 2 to 3 |
| Access | Accessibility / resources | Services | 2 to 3 |
| Access | Accessibility / resources | Treatment | 2 to 3 |
| Access | Admission - delays | Delayed - elective bed | 1 to 2 |
| Access | Admission - delays | Delayed - emergency bed | 2 to 3 |
| Access | Admission - delays | Admission - delay in admission process | 1 to 3 |
| Access | Admission - delays | Admission - postponed | 2 to 3 |
| Access | Admission - other | Admission - refused admission by hospital | 2 to 3 |
| Access | Appointment - delays | Appointment - cancelled and not rearranged | 2 to 3 |
| Access | Appointment - delays | Appointment - delay in issuing appointment | 1 to 3 |
| Access | Appointment - delays | Appointment - postponed | 1 to 3 |
| Access | Appointment - delays | Surgery / therapies / diagnostics - delayed or postponed | 1 to 3 |
| Access | Appointment - delays | Operation and opening times of clinics | 1 to 2 |
| Access | Appointment - other | No / lost referral letter | 1 to 2 |
| Access | Appointment - other | Appointment - request for earlier appointment | 1 to 2 |
| Access | Appointment - other | Unavailability of service | 2 to 3 |
| Access | Hospital facilities | Crèche | 1 to 2 |
| Access | Hospital facilities | Lack of adequate seating | 1 to 2 |

| Access | Hospital facilities | Lack of baby changing facilities | 1 to 2 |
|---|---|---|---|
| Access | Hospital facilities | Lack of / minimal breastfeeding facilities | 1 to 2 |
| Access | Hospital facilities | Lack of toilet and washroom facilities (general) | 1 to 2 |
| Access | Hospital facilities | Lack of toilet and washroom facilities (special needs) | 1 to 2 |
| Access | Hospital facilities | Lack of wheelchair access | 1 to 3 |
| Access | Hospital facilities | No treatment area / space for consultation / trolley facilities | 1 to 3 |
| Access | Hospital facilities | Shop | 1 to 2 |
| Access | Hospital facilities | Signage (internal and external) | 1 to 2 |
| Access | Hospital room facilities (access to) | Bed location | 1 to 2 |
| Access | Hospital room facilities (access to) | Disability facilities | 1 to 3 |
| Access | Hospital room facilities (access to) | Isolation / single room facilities | 1 to 3 |
| Access | Hospital room facilities (access to) | Overcrowding | 1 to 3 |
| Access | Hospital room facilities (access to) | Public | 1 to 2 |
| Access | Hospital room facilities (access to) | Semi-private / private | 1 to 2 |
| Access | Parking | Access to disabled spaces | 1 to 3 |
| Access | Parking | Access to spaces | 1 to 2 |
| Access | Parking | Car parking charges | 1 to 2 |
| Access | Parking | Clamping / Declamping of car | 1 to 2 |
| Access | Parking | Condition or maintenance of car parks | 1 to 2 |
| Access | Parking | Damaged cars | 1 to 2 |
| Access | Parking | Location of pay machine | 1 to 2 |
| Access | Transfer issues | External transfer | 1 to 3 |

| | | | |
|---|---|---|---|
| Access | Transfer issues | Internal transfer | 1 to 3 |
| Access | Transport | External transportation | 1 to 3 |
| Access | Transport | Internal transportation | 1 to 3 |
| Access | Visiting times | Lack of visiting policy enforcement | 1 to 2 |
| Access | Visiting times | Special visiting times not accommodated | 1 to 2 |
| Accountability | Finance | Bill dispute | 1 to 2 |
| Accountability | Finance | Bill sent to deceased patient | 1 to 2 |
| Accountability | Finance | Cost of products | 1 to 2 |
| Accountability | Finance | Insurance cover | 1 to 2 |
| Accountability | Finance | Invoice error | 1 to 2 |
| Accountability | Finance | Unhappy with income collection process | 1 to 2 |
| Accountability | Patient feedback | Feedback not provided to patients on improvements made as result of their feedback | 1 to 2 |
| Accountability | Patient feedback | Information about the complaints / patient feedback process not available | 1 to 2 |
| Accountability | Patient feedback | Quality of response to the complaint made | 1 to 3 |
| Accountability | Patient feedback | Where to go to ask questions in relation to services and giving feedback (visibility of customer services) | 1 to 2 |
| Accountability | Patient feedback | Patient concerns not dealt with promptly | 1 to 2 |
| Communication & Information | Communication skills | Disagreement about expectations | 1 to 2 |
| Communication & Information | Communication skills | Lack of support | 1 to 2 |
| Communication & Information | Communication skills | Language barrier between patients/relatives and staff | 1 to 2 |
| Communication & Information | Communication skills | Non verbal tone / body language | 1 to 2 |
| Communication & Information | Communication skills | Open disclosure (lack of) | 2 to 3 |

| | | | |
|---|---|---|---|
| Communication & Information | Communication skills | Patient dissatisfied with questions | 1 to 2 |
| Communication & Information | Communication skills | Staff not introducing themselves and letting patients know their role | 1 to 2 |
| Communication & Information | Communication skills | Untimely delivery of information | 1 to 3 |
| Communication & Information | Communication skills | Patient felt their opinion was dismissed / discounted | 1 to 2 |
| Communication & Information | Communication skills | Inadequate listening and response | 1 to 2 |
| Communication & Information | Communication skills | No opportunity to ask questions | 1 to 2 |
| Communication & Information | Communication skills | Patient felt rushed | 1 to 2 |
| Communication & Information | Communication skills | Inappropriate comments from staff member | 1 to 2 |
| Communication & Information | Communication skills | Staff unsympathetic | 1 to 2 |
| Communication & Information | Communication skills | Tone of voice | 1 to 2 |
| Communication & Information | Delay and failure to communicate | Breakdown in communication between staff or areas | 1 to 3 |
| Communication & Information | Delay and failure to communicate | Failure / delay to communicate with outside agency/organisation | 1 to 2 |
| Communication & Information | Delay and failure to communicate | Failure / delay in communicating with patient | 1 to 3 |
| Communication & Information | Delay and failure to communicate | *Advising patient of treating consultant* | 1 to 2 |
| Communication & Information | Delay and failure to communicate | Failure / delay in communicating with relatives | 1 to 3 |

| | | | |
|---|---|---|---|
| Communication & Information | Delay and failure to communicate | Failure / delay in notifying consultant (external) | 1 to 2 |
| Communication & Information | Delay and failure to communicate | Failure / delay to communicate with GP / referral source | 1 to 3 |
| Communication & Information | Delay and failure to communicate | *Lack of information provided about medication side effects (KPI)* | 1 to 2 |
| Communication & Information | Diverse Needs | Interpretation service (e.g. Braille services) | 1 to 2 |
| Communication & Information | Diverse Needs | Special needs | 1 to 2 |
| Communication & Information | Diverse Needs | Translation service | 1 to 2 |
| Communication & Information | Information | Conflicting information | 1 to 2 |
| Communication & Information | Information | Confusing information | 1 to 2 |
| Communication & Information | Information | Insufficient and inadequate information | 1 to 2 |
| Communication & Information | Information | Misinformation | 1 to 3 |
| Communication & Information | Telephone calls | Telephone call not returned | 1 to 2 |
| Communication & Information | Telephone calls | Telephone call unanswered | 1 to 2 |
| Dignity and Respect | Alleged inappropriate behaviour | Patient | 2 to 3 |
| Dignity and Respect | Alleged inappropriate behaviour | Visitor | 2 to 3 |
| Dignity and Respect | Alleged inappropriate behaviour | Staff | 2 to 3 |
| Dignity and Respect | Delivery of care | No concern for patient as a person | 1 to 3 |
| Dignity and Respect | Delivery of care | Lack of respect shown to patient during examination / consultation | 1 to 3 |

| | | | |
|---|---|---|---|
| Dignity and Respect | Delivery of care | Patient's dignity not respected | 1 to 3 |
| Dignity and Respect | Discrimination | Age | 2 to 3 |
| Dignity and Respect | Discrimination | Civil status | 2 to 3 |
| Dignity and Respect | Discrimination | Disability | 2 to 3 |
| Dignity and Respect | Discrimination | Family status | 2 to 3 |
| Dignity and Respect | Discrimination | Gender | 2 to 3 |
| Dignity and Respect | Discrimination | Membership of traveller community | 2 to 3 |
| Dignity and Respect | Discrimination | Race | 2 to 3 |
| Dignity and Respect | Discrimination | Religion | 2 to 3 |
| Dignity and Respect | Discrimination | Sexual orientation | 2 to 3 |
| Dignity and Respect | Discrimination | Socio-economic | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Breaking bad news | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Poor communication | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Breaking bad news - private area unavailable | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Mortuary facilities | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Single room for patient unavailable | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Death cert - delay in issuing death cert | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Death cert - incorrect / returned death cert | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Delay in release and condition of body | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Organ retention | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Inattention to patient discomfort | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Palliative care | 2 to 3 |
| Dignity and Respect | End-of-Life Care | Treatment of deceased not respected | 2 to 3 |
| Dignity and Respect | Ethnicity | Requests not respected | 1 to 2 |
| Dignity and Respect | Ethnicity | Special food requests unavailable | 1 to 2 |
| Dignity and Respect | Ethnicity | Insensitivity to cultural beliefs and values | 1 to 2 |
| Improving Health | Catering | Dietary requirements not met | 1 to 2 |
| Improving Health | Catering | Food quality | 1 to 2 |

| | | | |
|---|---|---|---|
| Improving Health | Empowerment | Lack / provision of patient / carer education | 1 to 2 |
| Improving Health | Empowerment | Independence and self care not supported | 1 to 2 |
| Improving Health | Empowerment | Patient / family preference discounted / disrespected | 1 to 2 |
| Improving Health | Holistic Care | Lack of information / support on how to prevent further illness / disease | 1 to 2 |
| Improving Health | Holistic Care | Lack of understanding as to what is important to the patient | 1 to 2 |
| Improving Health | Smoking Policy | Non-compliance (visitor, patient, staff smoking) | 1 to 2 |
| Participation | Parental Access and Consent | Mother/Father/Guardian not informed | 2 to 3 |
| Participation | Consent | Consent not obtained | 2 to 3 |
| Participation | Consent | Lack of informed consent | 2 to 3 |
| Participation | Consent | Patient felt coerced | 2 to 3 |
| Participation | Parental Access and Consent | Consent, guardianship and information issues related to lesbian, gay parental relationships | 2 to 3 |
| Participation | Parental Access and Consent | Correct procedure not consented for | 2 to 3 |
| Participation | Parental Access and Consent | Guardianship consent not explained | 2 to 3 |
| Participation | Parental Access and Consent | Mother or father unable to access information | 2 to 3 |
| Participation | Patients/ Family/ Relatives | Opinion discounted - family / relatives / advocate / next of kin | 1 to 2 |
| Participation | Patients/ Family/ Relatives | Opinion discounted - patient | 1 to 3 |
| Participation | Patients/ Family/ Relatives | Excluded from decision making process - family / relatives / advocate / next of kin | 1 to 3 |
| Participation | Patients/ Family/ Relatives | Excluded from decision making process - patient | 2 to 3 |
| Participation | Patients/ Family/ Relatives | Parent not allowed accompany child in recovery room | 1 to 2 |
| Participation | Patients/ Family/ Relatives | Parent not allowed accompany child to theatre | 1 to 2 |
| Participation | Patients/ Family/ Relatives | Second opinion | 1 to 2 |
| Privacy | Confidentiality | Breach of another patient's confidentiality | 1 to 3 |
| Privacy | Confidentiality | Breach of patient confidentiality | 1 to 3 |

| Privacy | Confidentiality | Security of files and records | 1 to 2 |
|---|---|---|---|
| Privacy | Hospital Facilities (Privacy) | Privacy - No single room | 1 to 2 |
| Privacy | Hospital Facilities (Privacy) | Privacy - Overcrowding | 1 to 2 |
| Privacy | Hospital Facilities (Privacy) | Lack of privacy during consultation/discussing condition | 1 to 3 |
| Privacy | Hospital Facilities (Privacy) | Lack of privacy during examination/ treatment | 1 to 3 |
| Safe & Effective Care | Continuity of care (external) | Lack of approved home care packages | 1 to 3 |
| Safe & Effective Care | Continuity of care (external) | Lack of community supports | 2 to 3 |
| Safe & Effective Care | Continuity of care (external) | Lack of medical devices / faulty equipment | 2 to 3 |
| Safe & Effective Care | Continuity of care (external) | Lack of support services post discharge | 2 to 3 |
| Safe & Effective Care | Continuity of care (external) | Unsuitable home environment | 2 to 3 |
| Safe & Effective Care | Continuity of care (internal ) | Poor clinical handover | 1 to 3 |
| Safe & Effective Care | Diagnosis | Diagnosis - misdiagnosis | 2 to 3 |
| Safe & Effective Care | Diagnosis | Diagnosis - delayed diagnosis | 1 to 2 |
| Safe & Effective Care | Diagnosis | Diagnosis - contradictory diagnosis | 2 to 3 |
| Safe & Effective Care | Discharge | Adherence to discharge policy | 1 to 2 |
| Safe & Effective Care | Discharge | Delayed discharge | 1 to 2 |
| Safe & Effective Care | Discharge | No discharge letter | 1 to 2 |
| Safe & Effective Care | Discharge | Discharge against medical advice | 2 to 3 |
| Safe & Effective Care | Discharge | Patient / family refuse discharge | 1 to 2 |
| Safe & Effective Care | Discharge | Premature discharge | 2 to 3 |
| Safe & Effective Care | Health and Safety issues | Central heating | 1 to 2 |
| Safe & Effective Care | Health and Safety issues | Fixtures and fittings | 1 to 2 |
| Safe & Effective Care | Health and Safety issues | Furnishing | 1 to 2 |
| Safe & Effective Care | Health and Safety issues | Lights | 1 to 2 |
| Safe & Effective Care | Health and Safety issues | Noise levels | 1 to 2 |
| Safe & Effective Care | Health and Safety issues | Overcrowding | 2 to 3 |
| Safe & Effective Care | Health and Safety issues | Pest control | 2 to 3 |
| Safe & Effective Care | Health and Safety issues | Temperature regulation | 1 to 2 |

| Safe & Effective Care | Health and Safety issues | Waste Management | 1 to 2 |
|---|---|---|---|
| Safe & Effective Care | Health and Safety issues | Building not secure | 2 to 3 |
| Safe & Effective Care | Health and Safety issues | Equipment (lack of / failure of / wrong equipment used) | 2 to 3 |
| Safe & Effective Care | Health and Safety issues | Failure to provide a safe environment | 2 to 3 |
| Safe & Effective Care | Health and Safety issues | Manual handling | 2 to 3 |
| Safe & Effective Care | Health and Safety issues | Slips / trips and falls | 2 to 3 |
| Safe & Effective Care | Health care records | Inaccurate information on healthcare record / hospital systems | 1 to 3 |
| Safe & Effective Care | Health care records | Admission / registration process error | 1 to 2 |
| Safe & Effective Care | Health care records | Missing chart | 1 to 2 |
| Safe & Effective Care | Health care records | Missing films/scans | 1 to 2 |
| Safe & Effective Care | Health care records | Patient impersonation (identify theft) | 2 to 3 |
| Safe & Effective Care | Health care records | Poor quality control of chart | 1 to 3 |
| Safe & Effective Care | Health care records | Poor recording of information | 1 to 3 |
| Safe & Effective Care | Health care records | Wrong records applied to patient | 2 to 3 |
| Safe & Effective Care | Human Resources | Competency | 1 to 3 |
| Safe & Effective Care | Human Resources | Complement | 1 to 3 |
| Safe & Effective Care | Human Resources | Skill mix | 1 to 3 |
| Safe & Effective Care | Hygiene | Cleanliness of area | 1 to 2 |
| Safe & Effective Care | Hygiene | Hand Hygiene / Gel Dispensers | 1 to 2 |
| Safe & Effective Care | Hygiene | Linen (beds and Curtains) | 1 to 3 |
| Safe & Effective Care | Hygiene | Spills on floors | 1 to 3 |
| Safe & Effective Care | Hygiene | Waste management | 1 to 3 |
| Safe & Effective Care | Infection prevention and control | Communication deficit - infection status | 2 to 3 |
| Safe & Effective Care | Infection prevention and control | Health Care Associated Infection | 2 to 3 |
| Safe & Effective Care | Infection prevention and control | Non compliance with Infection and Control policies and protocols | 2 to 3 |
| Safe & Effective Care | Infection prevention and control | Personal hygiene of staff | 2 to 3 |

| Safe & Effective Care | Medication | Administering error | 2 to 3 |
|---|---|---|---|
| Safe & Effective Care | Medication | Dispensing | 2 to 3 |
| Safe & Effective Care | Medication | Prescribing | 2 to 3 |
| Safe & Effective Care | Patient property | Clothes | 1 to 2 |
| Safe & Effective Care | Patient property | Dentures | 1 to 2 |
| Safe & Effective Care | Patient property | Glasses | 1 to 2 |
| Safe & Effective Care | Patient property | Hearing Aid | 1 to 2 |
| Safe & Effective Care | Patient property | Jewellery | 1 to 2 |
| Safe & Effective Care | Patient property | Lack of secure space | 1 to 2 |
| Safe & Effective Care | Patient property | Money | 1 to 2 |
| Safe & Effective Care | Patient property | Personal equipment | 1 to 2 |
| Safe & Effective Care | Patient property | Toys | 1 to 2 |
| Safe & Effective Care | Test | Delay / failure to report test results | 1 to 3 |
| Safe & Effective Care | Test | Delay in transport/collection of sample | 1 to 2 |
| Safe & Effective Care | Test | Incorrect tests ordered | 2 to 3 |
| Safe & Effective Care | Test | No tests ordered | 2 to 3 |
| Safe & Effective Care | Test | Mislabelled test result/sample | 2 to 3 |
| Safe & Effective Care | Test | Mislaid sample | 2 to 3 |
| Safe & Effective Care | Test | Performed on wrong patient | 2 to 3 |
| Safe & Effective Care | Test | Repeat test required | 2 to 3 |
| Safe & Effective Care | Test | Result not available | 2 to 3 |
| Safe & Effective Care | Tissue Bank | Bone marrow | 2 to 3 |
| Safe & Effective Care | Tissue Bank | Cord blood | 2 to 3 |
| Safe & Effective Care | Tissue Bank | Cornea implant | 2 to 3 |
| Safe & Effective Care | Tissue Bank | Cryogenics | 2 to 3 |
| Safe & Effective Care | Tissue Bank | Fertility issues | 2 to 3 |
| Safe & Effective Care | Tissue Bank | Heart valves | 2 to 3 |
| Safe & Effective Care | Tissue Bank | Skin | 2 to 3 |

| Safe & Effective Care | Tissue Bank | Stem cell | 2 to 3 |
|---|---|---|---|
| Safe & Effective Care | Tissue Bank | Samples/test results | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Failure / delay in treatment / delivery of care | 1 to 3 |
| Safe & Effective Care | Treatment and Care | Inconsistent delivery of care | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Insufficient time for delivery of care | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Lack of follow-up care | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Lack of knowledge in staff | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Lack of monitoring of pain control | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Lack of patient supervision | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Practitioners not working together / cooperating | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Unsatisfactory treatment or care | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Unsuccessful treatment or care | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Failure / delay to diagnose | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Failure to act on abnormal diagnostic results | 2 to 3 |
| Safe & Effective Care | Treatment and Care | Prolonged fasting | 2 to 3 |