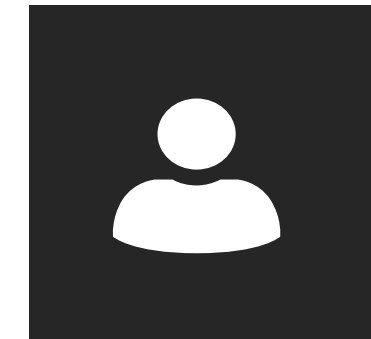


A Collaborative Framework for Incident Reviews: Bridging the Gap Between Policy and Practice



April Wall-Parker, MS
Amy Strickler, PhD

BACKGROUND: In residential settings, where there are competing demands and multiple shift schedules, incidents may be reported but rarely are they systematically reviewed. This gap between the incident reporting and review process necessitates the implementation of an incident analysis framework to guide the organization's response system.

INCIDENT ANALYSIS FRAMEWORK:

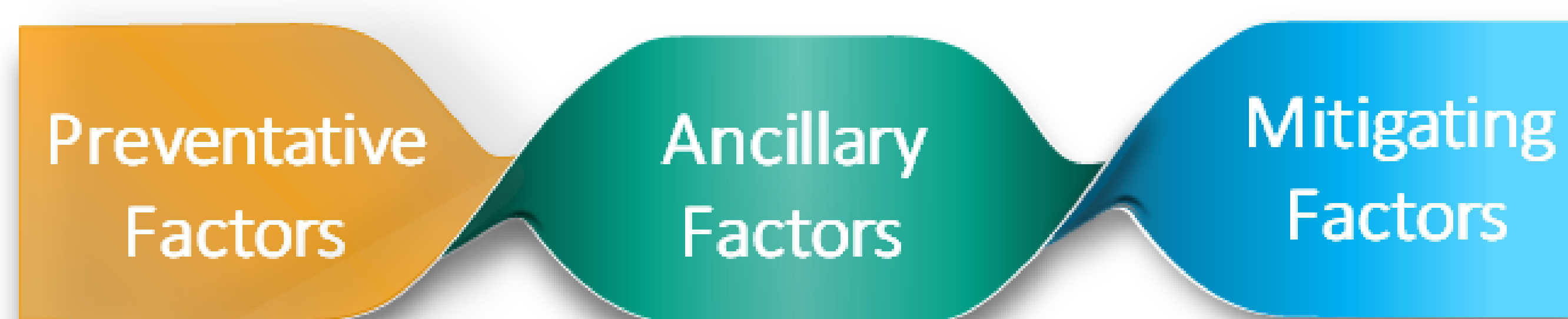
1. Program Reports Incident
2. Critical Incident Team Assigns Rating (Based on Matrix)
3. Communicates Rating & Initiates Type of Review
 - I. Level 1: 5 Why's Document
 - II. Level 2: Constellation Diagram
 - III. Level 3: Root Cause Analysis (w/Constellation Diagram)
4. Conduct Review
5. Share Findings and Recommendations
6. Program Implements Recommendations
7. Follow-Up with Program

Safety Assessment Code Matrix (Adapted from the U.S. Veteran Affairs)

Occurrence "How often does this occur?"	Frequently	Level 2	Level 2	Level 3
	Occasionally	Level 1	Level 2	Level 3
	Rarely	Level 1	Level 1	Level 3
	Never	Level 1	Level 1	Level 2
		Low	Medium	High

Severity or Risk Level
"What of the extent/potential of injury, after care, program impact, financial costs, etc.?"

Identifying Factors for Program Improvement



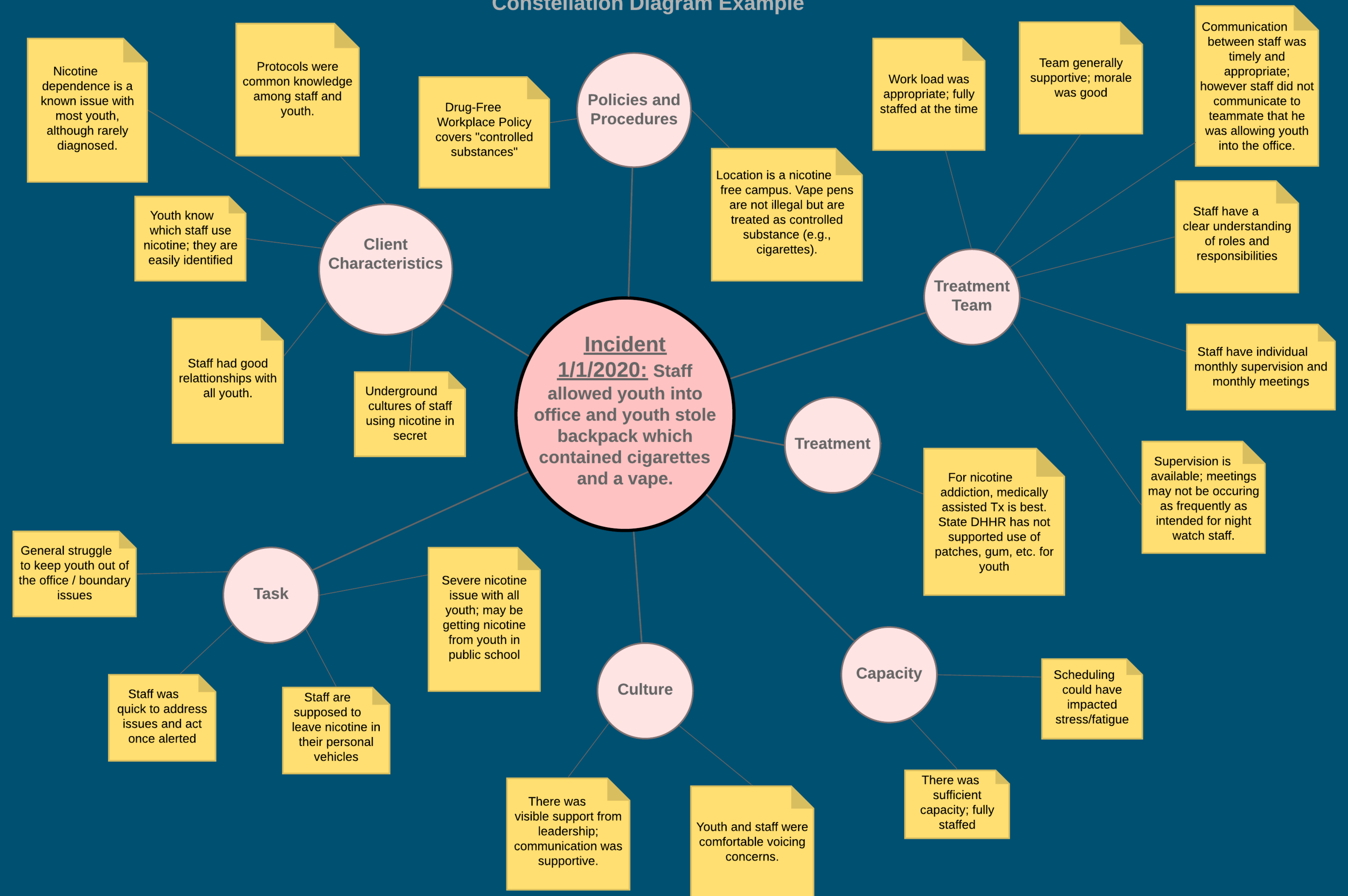
These factors would likely have prevented the incident or mitigated the harm—these are the basis for developing recommended actions.

These factors would not have prevented the incident or mitigated harm, but they are important for client or staff safety in general.

Factors that did not allow the incident to have more serious consequences and represent solid safeguards that should be kept in place.

This diagram can help to improve your program and empower your staff to make real-time changes.

Constellation Diagram Example



Take a picture of our Constellation Diagram and download the Constellation Guiding Questions from ACRC's website