

# Saudi Patient Safety Taxonomy





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01

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Ministry of Health  
**Message**



Patient Safety is considered as a top priority for the healthcare services provided by the ministry of health in Saudi, which has been evident in the quality improvement carried projects and initiatives carried out through MOH facilities. And to ensure the safety of services provided is measurable and can be continuously improved. We made the commitment to unify the key concepts of patient safety and categories of patient safety events. Such standardization will help healthcare facilities at MOH and different healthcare sectors to measure, compare and improve patient safety. We aim that using the Saudi patient safety taxonomy will support the transparency, the spread of patient safety culture and encourage research in the field. We would like to thank all the contributing sectors to the development of the Saudi Patient Safety Taxonomy and we are looking forward for its spread and usage among all the healthcare facilities from the different sectors in Saudi to get the best benefit of it.

# 02

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## Introduction and Executive Summary



A key progress in the patient safety movement has been the call for a common language -

**a taxonomy** -for categorizing medical events.

The concept of a taxonomy combines terminology and the science of classification - in the case of patient safety, the Identification and classification of things that go wrong in health care, the causes why they occur, and the preventive approaches that can minimize their reoccurrence.

In this regard, multiple efforts and initiatives were established different international organizations, to standardize the language of science of patient safety, which will help researchers, patient safety and quality professionals to study the common issues and extract information that can help in studying patient safety issues, conduct benchmark measurements and recommend effective solutions. Starting with the constructed taxonomy by the Joint commission in (2005), an updated taxonomy was released by the *World Health Organization* in (2009).

In the kingdom of Saudi Arabia multiple healthcare sectors (governmental, private, military, university hospitals and medical cities) exists, and there is a variable classification systems of patient safety data adopted among those sectors and their related organizations. Such existing inconsistency, limits the ability for efficient patient safety data aggregation, benchmarks, and research. Therefore, a collaborative efforts

national efforts between expertise from different healthcare sectors representatives led by the MOH and in collaboration with health matrix a Saudi patient safety taxonomy was developed.

It is important to note that this classification is a conceptual framework for a national classification which aims to provide a reasonable understanding of patient safety to which existing regional and national classifications can relate.

In addition, it is worth mentioning that this national classification is in line with *Saudi Arabia's 2030 Vision* in health sector in the kingdom, and it is in line with the *National Transformation Program 2020* objectives for the health sector in the Kingdom.

The **conceptual framework has been developed**, consisting of the following **high levels**

01	02	03
Domain	Impact	Category
04	05	06
Subcategory	Details	Level of harm

This framework represents the start of an on-going process of progressively **improving a common national understanding of terms and concepts relevant to patient safety**.

In addition, this document provides **background information** about the taxonomy structure and contents, as well as, the **methodology of creating the conceptual framework**. In addition, this document includes the common **terminologies related to patient safety** with their definitions.





# 03

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## Saudi Patient Safety Taxonomy **(S-PST)**



## 3.1 Introduction

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Patient safety taxonomy has been on the national health agenda in the Kingdom of Saudi Arabia in the last few years. In Nov 2015, **King Faisal Specialist Hospital and Research Center (KFSH&RC)** organized a closed panel discussion session in Jeddah titled *"Towards a National Patient Safety Taxonomy"* panel members from different healthcare sectors participated in assessment and ideas generation. Initiatives continued and a workshop titled *"Improving MOH incident reporting system workshop"* initiated by the Ministry of Health quality improvement department with the collaboration of health matrix held on the 19<sup>th</sup> of Oct, 2016 in Riyadh to discuss the implications for improvement of MOH hospitals incident reporting system and to come up with recommendations and improvement plan.

Key representative of quality and patient safety from the Ministry of health, and different healthcare sectors have participated in the workshop. A key recommendation of the workshop was to develop and adopt a patient safety taxonomy system, and to take this initiative beyond MOH towards the national level. Hence, a multiple expertise taskforce from different health care sectors has been formed to develop patient safety taxonomy for the Saudi healthcare system.

## 3.2 Frequent Asked Questions

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### 3.2.1 What is Saudi Patient Safety Taxonomy?

A classification comprises a set of concepts linked by semantic relationships. It provides a structure for organizing information to be used for many purposes, including *national statistics*, *descriptive studies* and *evaluative research*.

It is important to distinguish a classification from a reporting system that provides an interface to enable users to collect, store and retrieve data in a reliable and organized fashion.

### 3.2.2 What does Saudi Patient Safety Taxonomy include?

A patient Safety Taxonomy could include, but is not limited to, the following

01

Nomenclature and **definition of terms** and concepts related to patient safety.

02

Comprehensive Classification Structure and Algorithms that share **characteristics and relationships among the different patient safety concepts** and domains.

03

Coding that include symbols and numbers for **ease of data collection** and abstraction utilizing information technology.

### 3.2.3 Why Saudi Patient Safety Taxonomy?

The purpose of the national classification for Patient Safety is **to enable categorization of patient safety information using standardized sets of concepts with agreed definitions, preferred terms and the relationships between them.** The classification is designed to be a genuine conjunction of national perceptions of the main issues related to patient safety and to facilitate the description, comparison, measurement, monitoring, analysis and interpretation of information to improve patient care and its related policies.

**The objectives of creating a national patient safety taxonomy are**

- Facilitates the development of **reliable organization-** based, regional and national event reporting systems.
- Facilitates setting up **priorities** for and patient safety and **quality improvement initiatives.**

- Facilitates **research projects** and comparison of safety research findings.
- Enhances the internal and external comparison of safety **data analysis** and benchmarking within and across healthcare organizations.
- Allows for **interoperability of computer data systems** that collect information about these incidents for analysis, public reporting and policy making.
- Allows for components of the taxonomy to drive additional **investigative processes**.
- Facilitates the implementation of the best practice in terms of **clinical and non-clinical classification** based on various experiences in the region.

### 3.2.4 How to use the Taxonomy with paper based reporting system?

Saudi Taxonomy provides the **clinical and non-clinical incident hierarchy** (Categories, Sub-Categories) based on the incident nature and how it fits into the common practice in healthcare organizations, regardless of how it is labelled and described internally in your organization.

However, it is recommended to build the paper based form to be aligned with this Saudi taxonomy, and this will facilitate the process in the future when moving to electronic system.

### 3.2.5 How to use the Taxonomy when adopting an electronic system?

By adopting an **electronic system in your organization**, it would be easy to upload the taxonomy hierarchy into your system data base by building the same levels and structure in the system. That could be done easily by extracting the structure of the taxonomy into an excel sheet (through the website of taxonomy stated in this book) for uploading into the electronic system.

This will improve the user experience of **reporting using a well-known taxonomy structure**. This means you do not have to spend time and effort devising your own classification system and you can start capturing incident reports straight away.

### 3.3

## Future Plans for Saudi Patient Safety Taxonomy

This Saudi- National Patient Safety Taxonomy is considered as **version 1**, while the task force is planning to release updated versions in the future, the **upcoming version will be extended to cover the following aspects**



**Patient complaints**  
Taxonomy



**Mortality and**  
**Morbidity** Taxonomy



**Risk Management**  
Framework

### 3.4

## Taxonomy update mechanism

**Taxonomy content** is an important aspect where it should be maintained regularly, and the content would need to be reviewed in order to be aligned with the practices on the ground. Therefore, **taskforce already considered the need of receiving the comments and feedback from all relevant parties in Healthcare sector**, looking for improving the taxonomy content to ensure that the health sector is functioning optimally.

The taskforce has also developed the following mechanism **to receive and follow up feedback from healthcare facilities in the Kingdom**, and to include the **acceptable improvements** as appropriate:

- **Feedback and comments** related to the content of the Saudi Patient Safety Taxonomy will need to be sent to the Saudi Patient Safety Center as per the contact details mentioned at the end of this document.
- The **representative** of the Saudi Patient Safety Center **collects all feedback** and improvements and shares them with the taskforce.

- Taskforce meeting will be held quarterly in order to study and process all comments and feedback, this includes what has been accepted, and what has not along with the rejection reason(s).
- The representative of the Saudi Patient Safety Center will be working to create a comprehensive log for all accepted changes and any new amendments.
- The representative of the Saudi Patient Safety Center sends the decisions to all relevant parties who sent their feedback to ensure that the loop is closed properly.
- Publication and printing of the new version of the Saudi classification of patient safety on an annual base, including these approved changes and amendments

**The task force members believe that the current version of the taxonomy covers the majority of aspects related to patient safety taxonomy.** However, we strongly believe that such Taxonomy would need to be kept up-to-date, having said so the task force will have frequent quarterly meeting to discuss the potential improvement and enhancements which might need to be implemented on the taxonomy. During these frequent meetings the task force will discuss and approve any changes on the taxonomy based on the feedback. Healthcare organizations are encouraged to send their feedback to the following email address: [info@spsc.gov.sa](mailto:info@spsc.gov.sa).

### 3.5

## Automation of Saudi Patient Safety Taxonomy (S-PST)

As a part of developing the **S-PST communication channels** with all relevant teams in healthcare organizations, the taskforce decided to create **a closed LinkedIn group** in order to receive contributions and inputs from whoever is concerned with patient safety taxonomy. In addition, this group will be considered as a **voting channel** on the changes, improvements and any requests raised by any team member in this group.

On another hand, and for the same purpose of promoting the contribution to this national project, the taskforce will make this **S-PST document available as an electronic copy**, where users and concerned people can extract the contents into a different formats like excel sheets. This is part of achieving one of the **technology objectives** for healthcare sector in **National Transformation Program 2020**.

In collaboration with Health Matrix, the task force developed an **on-line portal software** to maintain the taxonomy. Health care sectors will have an access to the portal where they can download the taxonomy in different formats, and upload it to their local Incident reporting system. The software will be available on the Saudi Patient Safety Center website.



### 3.6

## Taxonomy Implementation Plan

All healthcare sectors within Saudi Arabia as in the near future will be encouraged to report aggregated data related to Patient Safety and Incident Reporting using the taxonomy.

The following time table presents the Implementation plan

Milestone	Target completion date
Taxonomy <b>version 1.0</b> release	<b>2<sup>nd</sup> of December 2017</b>
<b>Communicate</b> the taxonomy to all healthcare sectors in Saudi Arabia	<b>5<sup>th</sup> of December 2017</b>
<b>Orientation and Awareness session</b> to all Healthcare sectors in Saudi Arabia	<b>14<sup>th</sup> of February 2018</b>
All Healthcare sectors to prepare their organizations to <b>start capturing incidents</b> using the Taxonomy coding	<b>14<sup>th</sup> of March 2018</b>

# 04

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Research  
Resources  
and Methods



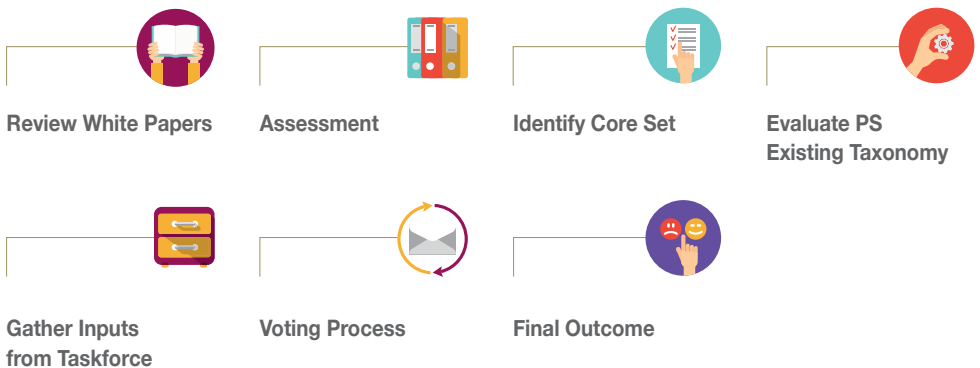
## 4.1 Research Taskforce

The taskforce was comprised of **experts** from the fields of **patient safety, quality, health informatics, accreditation bodies, and medicine**. From the start, the taskforce realized that the “problems do not lie with the words we use, but rather with the underlying concepts”. This means that it is the conceptual definitions that are important, as well as the terms or labels assigned to the concepts. **Without universally accepted conceptual definitions, understanding will continue to be impeded.**

The taskforce members have long experience in their organizations, where their contribution was very helpful and necessary to **provide the credibility to this taxonomy** as they are part of national context in Saudi. However, the taskforce members will be listed in this book under the **“Acknowledgement Section”**

## 4.2 Research Approach and Process

The project comprised a review and **evaluate** of an **existing patient safety terminologies and taxonomies** (classifications), and identification of those that should be included in the core set of a standardized taxonomy, assessment of the taxonomy’s face and **content validity**, gathering of inputs from leaders of patient safety in multiple disciplines, voting on the proposed selections and a **preliminary study of the taxonomy’s comparative reliability**.



The taskforce developed the conceptual framework over the course of 12 Months, there has been a strong commitment to ensuring the conceptual framework is a genuine convergence of national perceptions of the main issues related to patient safety. The validity of the conceptual framework for the national taxonomy was evaluated through a two-round voting and an in-depth review and analysis by experts representing the different fields mentioned earlier.

The conceptual framework evaluated the country culture as well, ensured that this national taxonomy fits for purpose, meaningful, useful and appropriate for classifying patient safety data and information.

### 4.3 Research Principles

In order to guide its' work in National Taxonomy, the taskforce followed a set of principles

- The purpose and potential users and uses for the classification be clearly articulated.
- The classification be based upon concepts as opposed to terms or labels.
- The language used for the definitions of the concepts be culturally and linguistically appropriate.
- The concepts be organized into meaningful and useful categories.
- The categories be applicable to the full spectrum of healthcare settings in Saudi, and GCC countries in the future.
- The classification be complementary to the WHO Family of International Classifications.
- The conceptual framework be a genuine convergence of national perceptions of the main issues related to patient safety.

#### 4.4

#### Workshops Photos



# 05

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Patient Safety

**Terminologies**  
and **Definitions**



As part of the road map of building **S-PST**, standardization of terminologies and their definition is essential for this process. Therefore, this section has been designed to illustrate the **proposed common language for patient safety taxonomy**.

Predefined and agreed **terminologies and definitions** will help in facilitating the study of the taxonomy structure in much better way to move forward to addressing the taxonomy contents smoothly in the future.

## Terminologies and Definitions

### Incident

---



An event or circumstance that harmed or has the potential to harm a person or a property in relation to the organisation, resulting from human behaviour and/or system failure.

### Patient Safety

---



Freedom from accidental or preventable injuries produced by medical care. Thus, practices or interventions that improve patient safety are those that reduce the occurrence of preventable adverse events.

### Taxonomy

---



A standardized classification for key patient safety concepts. The purpose of the International Classification for Patient Safety is to enable categorization of patient safety information using standardized sets of concepts with agreed definitions, preferred terms, and the relationships between them based on explicit domain ontology. It is designed to facilitate the description, comparison, measurement, monitoring, analysis and interpretation of information to improve patient care, and for epidemiological and health policy planning purposes.

## Terminologies and Definitions



### Moderate

---

Vital signs changes. Decreased level of consciousness. Additional medication/treatment required. Invasive diagnostic procedure required.



### Major

---

Any unexpected or unintended incident that caused permanent or long-term harm to one or more persons.



### Sentinel Event

---

Is any event leading to serious patient harm or death and is caused by healthcare (human error/behaviour and/or system failure) rather than the patient's underlying illness.



### Medication error

---

Is any preventable event that may cause or lead to inappropriate medication use or patient harm while the medication is in the control of the health care professional, patient, or consumer.



### Adverse Drug Reaction

---

Response to a drug which is noxious and unintended which occurs at doses normally used in human for prophylaxis, diagnosis, or therapy of disease or for the modification of physiologic function.



### Dispensing Phase/Stage

---

Errors that occur at any stage during the dispensing process from the receipt of a prescription in the pharmacy through to the supply of a dispensed product to the patient **This is dispensing error.**





### High Alert Medication

---

Medications that bear a heightened risk of causing significant harm when used in error.



### Administration Phase/Stage

---

The phase of giving of a pharmacologic or other therapeutic agent by the healthcare professionals. (stage)



### Administration Error

---

Inappropriate procedure or improper technique in the administration of a drug. This is administration error.



### Monitoring Phase/Stage

---

To observe or record relevant physiological or psychological signs during and after medication administration. (stage)



### Monitoring Error

---

Failure to review a prescribed regimen for appropriateness and detection of problems, or failure to use appropriate clinical or laboratory data for adequate assessment of patient response to prescribed therapy. (error)



### Preparation Error

---

Drug product incorrectly formulated or manipulated before administration. This is Preparation error.



### Preparation Phase/Stage

---

Act or process of making the medication ready for administration. Pharmaceutical formulation is the process in which different chemicals/substances are combined to produce a final medicinal product. Formulation is often used in any way that includes dosage form. (stage)



### Prescribing Error

---

Incorrect drug selection (based on indications, contraindications, known allergies, existing drug therapy, and other factors), dose, dosage form, quantity, route, concentration, rate of administration, or instructions for use of a drug product ordered or authorized by physician (or other legitimate prescriber). This is a prescribing error.



### Storage Phase/Stage

---

Process of keeping medications in a specially designed secure area or space of a building to avoid contamination or deterioration, avoid disfiguration of labels, maintain integrity of packaging and guarantee quality and potency of drugs during shelf life; prevent or reduce pilferage, theft to loss; and prevent infestation of pests and vermin.



### Storage Error

---

Incorrect storage of a drug by the pharmacist, nurse or patient, altering the drug's potency. This is storage error.



### Risk

---

Risk is the effect of uncertainty on objectives. Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated likelihood of occurrence.



### Risk Assessment

---

Is the process where you identify hazards, analyse or evaluate the risk associated with that hazard, and determine appropriate ways to eliminate or control the hazard.



## Risk Management

---

The process of identification, assessment, analysis and management of all risks and incidents for every level of the organization, and aggregating the results at a corporate level, which facilitates priority-setting and improved decision making to reach optimal balance of risk, benefit and cost.



## Risk Analysis

---

Process used to determine the potential severity of the loss from an identified risk, the probability a loss will happen, and alternatives for dealing with the risk. Also, referred to as Hazard Analysis.



## Risk Identification

---

Process that involves finding, recognizing and describing the risks that could affect the achievement of an organization's objectives. It also includes identification of possible causes and potential consequences.



## Likelihood

---

How likely (frequency) is it that the risk event will occur / reoccur.



## Outcomes

---

Is the quantified estimate of degree of harm or damage.



## Risk Attitude

---

Organization's approach to assess and eventually pursue, retain, take or turn away from risk



## Risk Source

---

Element which alone or in combination has the intrinsic potential to give rise to risk.



### **Risk Owner**

---

Person or entity with the accountability and authority to manage a risk.



### **Risk Management Policy**

---

Statement of the overall intentions and direction of an organization related to risk management.



### **Level of Risk**

---

Magnitude of a risk or combination of risks, expressed in terms of the combination of consequences and their likelihood.

## Terminologies and Definitions



### Human Factors

---

The study of the interrelationships between humans, the tools they use, the environment in which they live and work, and the design of efficient, human centered processes to improve reliability and safety.



### Root Cause Analysis

---

Is an approach for identifying the underlying causes of an incident so that the most effective solutions can be identified and implemented? A Root Cause Analysis focuses primarily on systems/processes, and human factors.



### Culture

---

Is the product of individual and groups values, attitudes, perceptions, competencies and patterns of behaviour that determine the commitment to, and the style and proficiency of, an organization's health and safety management



### Environment

---

The circumstances, objects, or conditions surrounding an individual.



### Mandatory Reporting

---

Refers to the legal requirement to report to authorities, which may apply to the general public, health practitioners and other professions.



### Outcome

---

A final result, conclusion or impact after delivering the healthcare services.



### Process

---

A series of related actions to achieve a defined outcome.



### Surgical Site Infection

---

A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place.



### Just Culture

---

A process for achieving a balanced system and individual accountability in a manner that best supports patients, staff and the organizational values and objectives.



### Human Error

---

Inadvertently doing other than what was intended: Skill based errors: a slip in action, lapse in memory, or mistakes: rule based errors or knowledge based errors.



### At-risk behaviour

---

At-risk behaviour is a behavioural choice that increases risk where risk is not recognized or is mistakenly believed to be justified



### Reckless Behaviour

---

Is a behavioural choice to consciously disregard a substantial and unjustifiable risk. It is an intentional risk taking; knowing risk associated with action but consciously disregards it.



### Quality Management

---

It is the act of overseeing all activities and tasks needed to maintain a desired level of excellence. This includes the determination of a quality policy, creating and implementing quality planning and assurance, quality control and quality improvement.



### Quality

---

Degree to which a set of inherent characteristics of an object fulfils requirements.

## Terminologies and Definitions



### Potential Error

---

Circumstances or events that have the capacity (potentiality) to cause error.



### Voluntary Reporting

---

It is the process of reporting safety events, by anyone, being directly or indirectly involved, in a confidential manner.



### Contributing Factor

---

Contributory Factors are those which affect the performance of individuals whose actions may have an effect on the delivery of safe and effective service or products.



### Benchmark

---

Is the comparison of an organizations or practitioners results against a reference point (Best Practice) which enable organizations or individuals to set a target.



### Work related Injury

---

It is an injury or illness caused, contributed or significantly aggravated by events or exposures in the work environment.



### System Failure

---

A fault, breakdown or dysfunction within an organization's operational methods, processes or infrastructure.



### Key Performance Indicators (KPIs)

---

Tool for measurement of a specific part of process & the achievement of a desired level of results in an area relevant to the evaluated entity's activity.



### **Disclosure**

---

Is to inform the patient, or the patient's representative, of any adverse event or error in his treatment.



### **Handoffs and Handover**

---

The process when one health care professional updates another on the status of one or more patients for the purpose of taking over their care.



### **Safety Culture**

---

The safety culture of an organization is the product of individual and group values, attitudes, perceptions competencies, and patterns of behaviour that determine the commitment to, and the style and proficiency of, an organization's health and safety management.



### **Time-out**

---

Planned periods of quiet and/or interdisciplinary discussion focused on ensuring that key procedural details have been addressed. For instance, protocols for ensuring correct site surgery often recommend a time out to confirm the identification of the patient, the surgical procedure, site, and other key aspects, often stating them aloud for double-checking by other team members.



### **Best Practices**

---

Best practices Clinical, scientific or professional practices that are recognized by a majority of professionals in a particular field. These practices are typically evidence based and consensus-driven.





### **Common Cause Variation**

---

Variation in a process that is due to the process itself and is produced by interactions of variables of that process. Common-cause variation is inherent in all processes; it is not a disturbance in the process. It can be removed only by making basic changes in the process.



### **Mitigation**

---

An action or circumstance which prevents or moderates the progression of an incident towards harming a patient.

## Terminologies and Definitions



### Hazard

---

An object or material that has the potential to cause harm.



### Adverse Event

---

An event that results in unintended harm to the patient by an act of commission or omission rather than by the underlying disease or condition of the patient.



### Circumstance

---

A situation or factor that may influence an event, agent or person(s).



### Extravasation

---

Extravasation is when a chemotherapy medication or other drug leaks outside the vein onto or into the skin, causing a reaction.



### Pressure Ulcer (Injury)

---

A pressure injury is localized damage to the skin and/or underlying soft tissue usually over a bony prominence or related to a medical or other device. The injury can present as intact skin or an open ulcer and may be painful. The injury occurs as a result of intense and/or prolonged pressure or pressure in combination with shear. The tolerance of soft tissue for pressure and shear may also be affected by microclimate, nutrition, perfusion, co-morbidities and condition of the soft tissue.



### **Stage 1 Pressure Injury: Non-blanchable erythema of intact skin**

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Colour changes do not include purple or maroon discoloration; these may indicate deep tissue pressure injury.



### **Stage 2 Pressure Injury: Partial-thickness skin loss with exposed dermis**

---

Partial-thickness loss of skin with exposed dermis. The wound bed is viable, pink or red, moist, and may also present as an intact or ruptured serum-filled blister. Adipose (fat) is not visible and deeper tissues are not visible. Granulation tissue, slough and eschar are not present. These injuries commonly result from adverse microclimate and shear in the skin over the pelvis and shear in the heel. This stage should not be used to describe moisture associated skin damage (MASD) including incontinence associated dermatitis (IAD), intertriginous dermatitis (ITD), medical adhesive related skin injury (MARS), or traumatic wounds (skin tears, burns, abrasions).



### **Stage 3 Pressure Injury: Full-thickness skin loss**

---

Full-thickness loss of skin, in which adipose (fat) is visible in the ulcer and granulation tissue and epibole (rolled wound edges) are often present. Slough and/or eschar may be visible. The depth of tissue damage varies by anatomical location; areas of significant adiposity can develop deep wounds. Undermining and tunneling may occur. Fascia, muscle, tendon, ligament, cartilage and/or bone are not exposed. If slough or eschar obscures the extent of tissue loss this is an Unstageable Pressure Injury.



#### **Stage 4 Pressure Injury: Full-thickness skin and tissue loss**

---

Full-thickness skin and tissue loss with exposed or directly palpable fascia, muscle, tendon, ligament, cartilage or bone in the ulcer. Slough and/or eschar may be visible. Epibole (rolled edges), undermining and/or tunneling often occur. Depth varies by anatomical location. If slough or eschar obscures the extent of tissue loss this is an Unstageable Pressure Injury.



#### **Near Fall**

---

An event in which a person feels a fall is imminent but avoids it by compensatory action, such as grabbing a nearby object or controlling the fall.



#### **Assisted Fall**

---

Assisted Fall occurs when the patient begins to fall, is assisted by another person, but nevertheless reaches the ground or other unintended surface.

## Terminologies and Definitions

### Hazmat

---



A hazardous material is any item or agent (biological, chemical, radiological, and/or physical), which has the potential to cause harm to humans, animals, or the environment, either by itself or through interaction with other factors.

### Extravasation Grade 1

---



Pain at infusion site, No swelling.

### Extravasation Grade 2

---



Pain at infusion site, Swelling and No skin blanching.

### Extravasation Grade 3

---



Pain at infusion site, Swelling, Skin blanching and Capillary refill normal.

### Extravasation Grade 4

---



Pain at infusion site, Swelling, Skin blanching, Reduced, capillary refill, '+/- Decreased or absent distal pulse and '+/- Blistering or skin breakdown.

06

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Saudi Patient

**Safety Taxonomy**



## 06 Structure of Patient Safety Taxonomy

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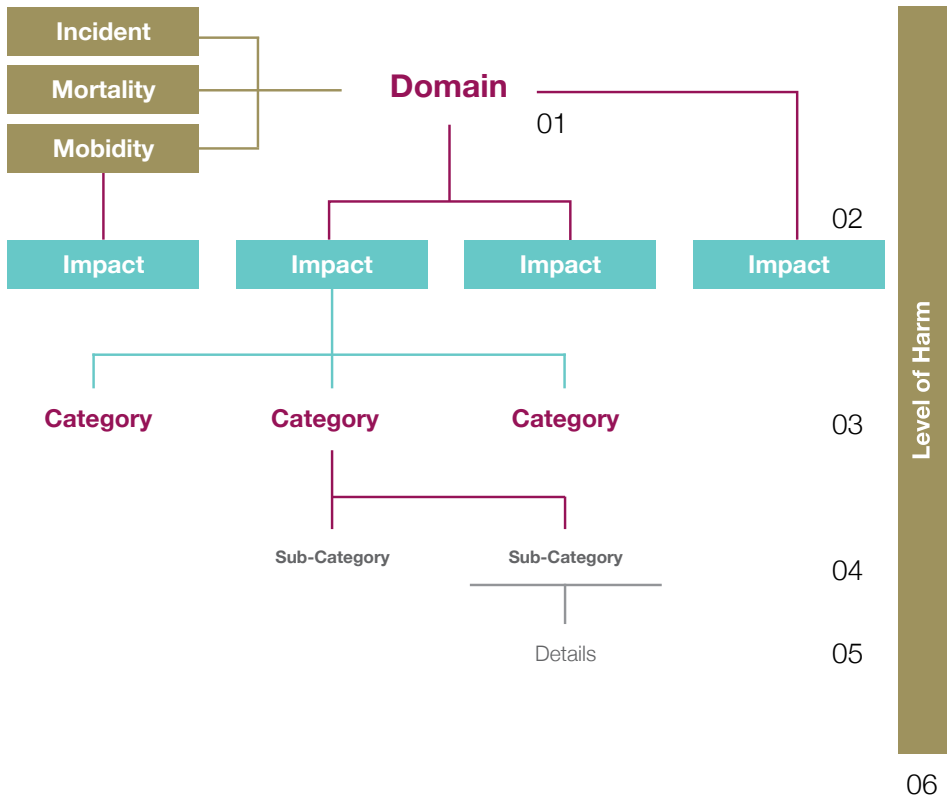
**The taskforce designed** the conceptual framework for the Structure of National Patient Safety Taxonomy to provide a much needed method of organizing patient safety data and information so that this data and information could be aggregated and analyzed.

The taxonomy **structure** consists of five different and interrelated levels in order to obtain information in a quick and easy manner. This structure is built based on hierarchical concept, so that there is a main level and sub-level to ensure that this taxonomy gives logical formula and scientific methodology in its build.

**This section describes the 5 high level classes which comprise the conceptual framework for the national taxonomy for Patient Safety.**

The conceptual framework aims to provide a comprehensive understanding of the domain of patient safety. It aims to represent a continuous learning and improvement cycle throughout and at any point within the conceptual framework.

In addition, the conceptual framework has identified a very significant level which is the “**Level of Harm**”, and this is why it has been added as the **6<sup>th</sup> level** in the patient safety taxonomy.





### Domain

The characteristics of the **setting in which an event** occurred it is also the type of **event criteria** and it isn't for type of individuals involved.

### Impact

The influence, **outcomes** or effects of fields of groups that are affected by event result.

### Category

The implied or visible **process** that were faulty or failed, these processes have a common nature, grouped because of **shared and agreed criteria**.

### Sub-Category

The **factors** and agent **that led to an event**, describes the nature of the event or injury, and gives additional information.

### Detail

Describes **further information** for nature of event in depth, and gives some information related to variances of event.

### Level of Harm

The degree of injury, suffering, disability.

07

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Saudi Patient

**Safety Taxonomy**

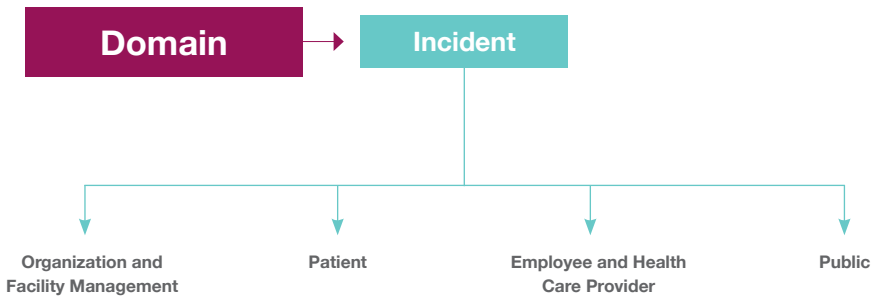
**Contents**



## 7.1 Domain Level



## 7.2 Impact Level



1. Security related issues.
2. Behavior.
3. Staff related issues.
4. Patient Care Management.
5. Laboratory related issues.
6. Procedural.
7. Medical Equipment Issues.
8. Facility Maintenance.
9. Environment /Safety.
10. Accommodation related issues.
11. Information technology related issues.
12. Medical imaging and diagnostic procedure.
13. Food Services.
14. Clinical Nutrition.
15. Infection Control related issues.
16. Occupational Health.
17. Housekeeping.
18. Intravenous.
19. Pressure Ulcer (Injury).
20. Skin Lesions / Integrity.
21. Medication.
22. Communication Issues.
23. Fall.
24. Radiation treatment (Ionizing radiation Non-Ionizing (Us, UV, Laser, Other).
25. Labor and delivery related issues.
26. Supply Chain issues (logistics).
27. Laundry services.
28. Sentinel Events.
29. ID/Document/Consent.

## 7.4

### Categories and Subcategories and Details:

No.	Category		Subcategory		Details
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.1.	Potential/facility property damage
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.2.	Vandalism
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.3.	Physical Assault
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.4.	Actual or potential violent or out of control person
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.5.	Verbal Assault
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.6.	Inappropriate/Aggressive Behavior
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.7.	Left with permission and did not return
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.8.	Left with permission and returned late
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.9.	Left without permission and not returned -Absconded
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.10.	Left without permission and returned late
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.11.	Unauthorized entry
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.12.	Unauthorized usage of hospital property
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.13.	Fraud
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.14.	No property pass
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.15.	Smoking policy violation
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.16.	Unclaimed patient belongings
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.17.	Public Disorder

No.	Category	Subcategory			Details
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.18.	Room locked and can't be open
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.19.	Staff not wearing badges/ Identification while in hospital premises
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.20.	Poor security response
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.21.	No security staff in the building
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.22.	Noncompliance with visiting hours' policy
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.23.	Abusive, violent, disruptive or self-harming behavior
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.24.	Breach of confidentiality
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.25.	Door lock changed
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.26.	Suicidal Attempt
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.27.	Intended Self Harm
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.28.	Physical Harassment
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.29.	Verbal Harassment
1.	Security Related Issues	1.1.	General /Assault & Harassment	1.1.30.	Weapon Found
1.	Security Related Issues	1.2.	Suspected Abuse and Neglect by Healthcare provider/family	1.2.1.	Elderly Sexual
1.	Security Related Issues	1.2.	Suspected Abuse and Neglect by Healthcare provider/family	1.2.2.	Adult Sexual
1.	Security Related Issues	1.2.	Suspected Abuse and Neglect by Healthcare provider/family	1.2.3.	Child sexual

No.	Category	Subcategory		Details
1.	Security Related Issues	1.2.	Suspected Abuse and Neglect by Healthcare provider/family 1.2.4.	Elderly Neglect
1.	Security Related Issues	1.2.	Suspected Abuse and Neglect by Healthcare provider/family 1.2.5.	Child Neglect
1.	Security Related Issues	1.2.	Suspected Abuse and Neglect by Healthcare provider/family 1.2.6.	Adult Neglect
1.	Security Related Issues	1.3.	Theft and Lost 1.3.1.	Missing property
1.	Security Related Issues	1.4.	Narcotics and Dangerous Drugs 1.4.1	Controlled drug cabinet keys/ access issues
1.	Security Related Issues	1.4.	Narcotics and Dangerous Drugs 1.4.2.	Controlled medication count not done
1.	Security Related Issues	1.4.	Narcotics and Dangerous Drugs 1.4.3.	Controlled medication left unsecured
1.	Security Related Issues	1.4.	Narcotics and Dangerous Drugs 1.4.4.	Narcotic Broken Full ampoule/vial
1.	Security Related Issues	1.4.	Narcotics and Dangerous Drugs 1.4.5.	Controlled medication spilled
1.	Security Related Issues	1.4.	Narcotics and Dangerous Drugs 1.4.6.	Controlled medication-broken
1.	Security Related Issues	1.4.	Narcotics and Dangerous Drugs 1.4.7.	Controlled medication-inadvertent disposal
1.	Security Related Issues	1.4.	Narcotics and Dangerous Drugs 1.4.8.	Duplication Medication
2.	Behavior	2.1.	Noncompliant/ Uncooperative/ Inappropriate Behavior	
2.	Behavior	2.2.	Inconsiderate/ Rude/Hostile Behavior	
2.	Behavior	2.3.	Discrimination/ Prejudice Behavior	

No.	Category	Subcategory	Details
2.	Behavior	2.4.	Death Threat Behavior
2.	Behavior	2.5.	Aggression Behavior
2.	Behavior	2.6.	Disruptive behaviors
2.	Behavior	2.7.	Family/sitter interfering with patient care
3.	Staff related issues	3.1.	Refusal to perform assigned tasks
3.	Staff related issues	3.2.	Non-Performance of Duty/Breach of Duty
3.	Staff related issues	3.3.	Reporting for Retaliation
3.	Staff related issues	3.4.	Bullying
3.	Staff related issues	3.5.	Dress Code Violation
3.	Staff related issues	3.6.	Inappropriate/ Irresponsible Behavior
3.	Staff related issues	3.7.	Lack Professional Development
3.	Staff related issues	3.8.	Staff Confidentiality/ Disclosure
3.	Staff related issues	3.9.	Unfair Dismissal
3.	Staff related issues	3.10.	Unfair workload
3.	Staff related issues	3.11.	Wrongful Accusation
3.	Staff related issues	3.12.	Physician not privileged
3.	Staff related issues	3.13.	Non-compliance with organization policy and procedure



No.	Category	Subcategory		Details
3.	Staff related issues	3.14.	Ethical issues	
4.	Patient care management	4.1.	Patient Disposition	4.1.1. Delay in admitting patient
4.	Patient care management	4.1.	Patient Disposition	4.1.2. Delay in discharging patient
4.	Patient care management	4.1.	Patient Disposition	4.1.3. Delay in referral to home health care
4.	Patient care management	4.1.	Patient Disposition	4.1.4. Delay in patient transfer
4.	Patient care management	4.1.	Patient Disposition	4.1.5. Delay in transferring patient
4.	Patient care management	4.1.	Patient Disposition	4.1.6. Delay of releasing deceased body
4.	Patient care management	4.1.	Patient Disposition	4.1.7. Dispute regarding patient management
4.	Patient care management	4.1.	Patient Disposition	4.1.8. Late Patient Arrival
4.	Patient care management	4.1.	Patient Disposition	4.1.9. Unplanned / Unnecessary admission/ transfer
4.	Patient care management	4.1.	Patient Disposition	4.1.10. Unplanned return to critical care (24hrs)
4.	Patient care management	4.1.	Patient Disposition	4.1.11. Unplanned return to ED (72hrs)
4.	Patient care management	4.1.	Patient Disposition	4.1.12. Improper/Unsafe transport of patient
4.	Patient care management	4.1.	Patient Disposition	4.1.13. Appointment not entered
4.	Patient care management	4.1.	Patient Disposition	4.1.14. Delayed for appointment time
4.	Patient care management	4.1.	Patient Disposition	4.1.15. Improper patient discharge
4.	Patient care management	4.1.	Patient Disposition	4.1.16. Wrong Appointment
4.	Patient care management	4.1.	Patient Disposition	4.1.17. No/Incomplete admission orders
4.	Patient care management	4.1.	Patient Disposition	4.1.18. Admission/Encounter-Ineligible patient

No.	Category	Subcategory	Details
4.	Patient care management	4.1. Patient Disposition	4.1.19. Incorrect demographics
4.	Patient care management	4.1. Patient Disposition	4.1.20. Inappropriate restraint use
4.	Patient care management	4.1. Patient Disposition	4.1.21. Left Against Medical Advice (DAMA)
4.	Patient care management	4.1. Patient Disposition	4.1.22. No/Incomplete discharge orders
4.	Patient care management	4.1. Patient Disposition	4.1.23. No/Invalid consent obtained
4.	Patient care management	4.1. Patient Disposition	4.1.24. No/incomplete transfer orders
4.	Patient care management	4.1. Patient Disposition	4.1.25. No patient ID band
4.	Patient care management	4.1. Patient Disposition	4.1.26. No sitter to stay with patient
4.	Patient care management	4.1. Patient Disposition	4.1.27. Patient has more than one MRN
4.	Patient care management	4.1. Patient Disposition	4.1.28. Patient ID band/Wrong patient
4.	Patient care management	4.1. Patient Disposition	4.1.29. Chest tube clamped
4.	Patient care management	4.1. Patient Disposition	4.1.30. Missed diagnosis
4.	Patient care management	4.1. Patient Disposition	4.1.31. Critical results not acted upon
4.	Patient care management	4.1. Patient Disposition	4.1.32. No consultation when indicated
4.	Patient care management	4.1. Patient Disposition	4.1.33. Inadequate/incomplete assessment
4.	Patient care management	4.1. Patient Disposition	4.1.34. Refuse Male Physician
4.	Patient care management	4.1. Patient Disposition	4.1.35. Refuse Female Physician
4.	Patient care management	4.1. Patient Disposition	4.1.36. Refuse to Wait for XR Result
4.	Patient care management	4.1. Patient Disposition	4.1.37. Patient not prepared

No.	Category	Subcategory		Details
4.	Patient care management	4.1.	Patient Disposition 4.1.38.	Patient was not wearing the ID band
4.	Patient care management	4.1.	Patient Disposition 4.1.39.	Patient weight / height not updated
4.	Patient care management	4.1.	Patient Disposition 4.1.40.	Physician refused to attend
4.	Patient care management	4.1.	Patient Disposition 4.1.41.	Possible alternative interventions not utilized
4.	Patient care management	4.1.	Patient Disposition 4.1.42.	Treatment plan is not followed
4.	Patient care management	4.1.	Patient Disposition 4.1.43.	Unreleased tourniquet on patient's arm
4.	Patient care management	4.1.	Patient Disposition 4.1.44.	Inadequate treatment/intervention for condition
4.	Patient care management	4.1.	Patient Disposition 4.1.45.	Drowning/Near Drowning within hospital premises
4.	Patient care management	4.1.	Patient Disposition 4.1.46.	Delay in arrival of physician/surgeon
4.	Patient care management	4.1.	Patient Disposition 4.1.47.	Inadequate pain management
4.	Patient care management	4.1.	Patient Disposition 4.1.48.	Procedure done without GA
4.	Patient care management	4.2.	Clinical Administration 4.2.1.	Wrong code announced
4.	Patient care management	4.2.	Clinical Administration 4.2.2.	No handover provided
4.	Patient care management	4.2.	Clinical Administration 4.2.3.	Handover-Inaccurate/incomplete information
5.	Laboratory related issues	5.1.	Delayed delivery of blood/blood products	
5.	Laboratory related issues	5.2.	Delayed feedback on rejected specimen	
5.	Laboratory related issues	5.3.	Incomplete blood/ blood products request	

No.	Category	Subcategory		Details
5.	Laboratory related issues	5.4.	Critical result not reported (Lab technician did not give results to physician)	
5.	Laboratory related issues	5.5.	Critical result reported but physician refused to accept results	
5.	Laboratory related issues	5.6.	Critical result not reported (Lab technician unable to contact physician)	
5.	Laboratory related issues	5.7.	Lost sample	
5.	Laboratory related issues	5.8.	Wrong Patient's MRN	
5.	Laboratory related issues	5.9.	Phlebotomy delayed	
5.	Laboratory related issues	5.10.	Transfusion reaction	
5.	Laboratory related issues	5.11.	Delayed Test Results	
5.	Laboratory related issues	5.12.	Delayed return of unused blood products	
5.	Laboratory related issues	5.13.	Unsuitable blood/ blood products	
5.	Laboratory related issues	5.14.	Wrong results	
5.	Laboratory related issues	5.15.	Unavailability of Blood and Blood products	
6.	Procedural	6.1.	Pre- Procedural	6.1.1. Cancellation of Surgery
6.	Procedural	6.2.	During Procedural	6.2.1. Emergency Case changed to Elective by Surgeon/Physician
6.	Procedural	6.2.	During Procedural	6.2.2. Incomplete procedure on Surgery Schedule

No.	Category	Subcategory			Details
6.	Procedural	6.2.	During Procedural	6.2.3.	Incorrect Site/SIDE indicated on surgery schedule
6.	Procedural	6.2.	During Procedural	6.2.4.	Incorrect Medical Records
6.	Procedural	6.2.	During Procedural	6.2.5.	Incorrect PROCEDURE indicated on the surgery schedule
6.	Procedural	6.2.	During Procedural	6.2.6.	No Side indicated
7.	Medical Equipment issues	7.1.	Electrical items not tested	7.1.1.	
7.	Medical Equipment issues	7.2.	Home Care Equipment Issues		
7.	Medical Equipment issues	7.3.	Medical Equipment Broken or Abuse		
7.	Medical Equipment issues	7.4.	Medical equipment misuse		
7.	Medical Equipment issues	7.5.	Medical device unexpected failure		
7.	Medical Equipment issues	7.6.	Improper / missing tagging of medical equipment		
7.	Medical Equipment issues	7.7.	Medical equipment training related issues		
7.	Medical Equipment issues	7.8.	Delayed Response for New Medical Equipment Request.		
7.	Medical Equipment issues	7.9.	Delivered Device is not matching the Requirements.		
7.	Medical Equipment issues	7.10.	Poor biomedical engineering response to Emergency calls.		

No.	Category	Subcategory	Details
7.	Medical Equipment issues	7.11.	Medical Device PPM Over Due
7.	Medical Equipment issues	7.12.	Medical Device violating safety standards
8.	Facility Maintenance	8.1.	Heating, Ventilation, Air condition (HVAC) failure
8.	Facility Maintenance	8.2.	Disruption of power supply
8.	Facility Maintenance	8.3.	Failure of elevators
8.	Facility Maintenance	8.4.	Medical items misuse
8.	Facility Maintenance	8.5.	Misuse of Hospital property
8.	Facility Maintenance	8.6.	Foul smell from bathroom drain
8.	Facility Maintenance	8.7.	Foul smells from A/C systems
8.	Facility Maintenance	8.8.	Generator Failure
8.	Facility Maintenance	8.9.	Malfunction of Automated Doors
8.	Facility Maintenance	8.10.	Medical gas leaks
8.	Facility Maintenance	8.11.	Poor maintenance response
8.	Facility Maintenance	8.12.	Overflow of Sewage
8.	Facility Maintenance	8.13.	Disruption of water systems/ services/Flooding
8.	Facility Maintenance	8.14.	Water leaks
8.	Facility Maintenance	8.15.	Disruption of AC systems
8.	Facility Maintenance	8.16.	issue in Chiller

No.	Category	Subcategory	Details
8.	Facility Maintenance	8.17.	Delay in maintenance work
8.	Facility Maintenance	8.18.	Major Disruption of power supply
8.	Facility Maintenance	8.19.	Major Disruption of water systems/ services or Flooding
8.	Facility Maintenance	8.20.	Steam Drop
9.	Environmental/ Safety	9.1.	Fire
9.	Environmental/ Safety	9.2.	Blocked access to emergency exit doors
9.	Environmental/ Safety	9.3.	Blocked access to firefighting equipment
9.	Environmental/ Safety	9.4.	Blocked corridors and hallways
9.	Environmental/ Safety	9.5.	Defective fire sectoring doors
9.	Environmental/ Safety	9.6.	Exposed electrical wiring
9.	Environmental/ Safety	9.7.	No/poor response from dispatcher
9.	Environmental/ Safety	9.8.	External projects safety violations
9.	Environmental/ Safety	9.9.	Fire Alarm Related Issues
9.	Environmental/ Safety	9.10.	Fire and Safety hazards
9.	Environmental/ Safety	9.11.	Improper emergency exit sign (Missing or defective)

No.	Category	Subcategory	Details
9.	Environmental/ Safety	9.12.	Improper condition of firefighting systems (e.g. Over-due inspection)
9.	Environmental/ Safety	9.13.	Projects safety violations (Internal/External)
9.	Environmental/ Safety	9.14.	Fire alarms not working
9.	Environmental/ Safety	9.15.	Noise pollution
9.	Environmental/ Safety	9.16.	Improper usage of personal protective equipment (PPE)
9.	Environmental/ Safety	9.17.	Emergency call system malfunction
9.	Environmental/ Safety	9.18.	Monitor Alarm Turned Off
9.	Environmental/ Safety	9.19.	Safety precautions not followed
9.	Environmental/ Safety	9.20.	Fire room blocked
9.	Environmental/ Safety	9.21.	Heavy hanged equipment fall to the floor
9.	Environmental/ Safety	9.22.	Lack of ramp for emergency evacuation
9.	Environmental/ Safety	9.23.	Violating Smoking Policy
9.	Environmental/ Safety	9.24.	Improper uses of fire hose reel
9.	Environmental/ Safety	9.25.	Broken medical gas valve box
9.	Environmental/ Safety	9.26.	Electrical cabinet\ room not locked



No.	Category	Subcategory	Details
9.	Environmental/ Safety	9.27.	High pressure supply of Nitrous oxide
9.	Environmental/ Safety	9.28.	Improper gas storage / not secured
9.	Environmental/ Safety	9.29.	Improper handling of biohazard waste
9.	Environmental/ Safety	9.30.	improper storage of chemicals
9.	Environmental/ Safety	9.31.	No call bell inside the bathroom
9.	Environmental/ Safety	9.32.	No fire alarm pull station
9.	Environmental/ Safety	9.33.	No warning sign upon mapping the floor
9.	Environmental/ Safety	9.34.	Oxygen cylinder regulator not connected properly
9.	Environmental/ Safety	9.35.	Oxygen cylinders not replaced
9.	Environmental/ Safety	9.36.	Sharp edge plate on main access door
9.	Environmental/ Safety	9.37.	Smoke detector removed
9.	Environmental/ Safety	9.38.	Unknown chemical, potentially hazardous
10.	Accommodation related issues	10.1.	The Arrival of candidates to accommodation without Prior Notice form HR/ Recruitment
10.	Accommodation related issues	10.2.	Delay of Housing Maintenance

No.	Category	Subcategory	Details
10.	Accommodation related issues	10.3.	Furniture misuse
10.	Accommodation related issues	10.4.	Lack of Cooking Facilities
10.	Accommodation related issues	10.5.	Lack of Laundromat Facilities
10.	Accommodation related issues	10.6.	Lack of Refrigerator Facilities
10.	Accommodation related issues	10.7.	Housing security
10.	Accommodation related issues	10.8.	Unauthorized design modification
10.	Accommodation related issues	10.9.	Unsafe Environment
11.	Information technology related issues	11.1.	Abuse of system authorities
11.	Information technology related issues	11.2.	Accessing systems using someone else's authorization e.g. someone else's user id and password
11.	Information technology related issues	11.3.	Disruption of Information Technology services
11.	Information technology related issues	11.4.	Information security Issues
11.	Information technology related issues	11.5.	Information leakage due to software errors
11.	Information technology related issues	11.6.	Spreading of viruses
11.	Information technology related issues	11.7.	Poor IT response.

No.	Category	Subcategory	Details
11.	Information technology related issues	11.8.	Lack of IT Supplies (e.g. ink, PC, scanner, printers, DSL Modem, phone, pager)
11.	Information technology related issues	11.9.	Posting or sharing official or patient information on social networking websites.
11.	Information technology related issues	11.10.	Someone asking to reset passwords not belonging to them
11.	Information technology related issues	11.11.	Security weakness within the system
11.	Information technology related issues	11.12.	Inappropriate storage facilities for patient related information
12.	Medical imaging and diagnostic procedure	12.1.	Delay of reporting Images for diagnosis
12.	Medical imaging and diagnostic procedure	12.2.	Failure to comply with reporting of critical finding
12.	Medical imaging and diagnostic procedure	12.3.	No NPO Order
12.	Medical imaging and diagnostic procedure	12.4.	High Creatinine Level
13.	Food services	13.1.	Cold meal delivered
13.	Food services	13.2.	Delayed meal delivery
13.	Food services	13.3.	Foreign object found in food
13.	Food services	13.4.	Lack of information on meal request

No.	Category	Subcategory	Details
13.	Food services	13.5.	Incorrect Storage of food
13.	Food services	13.6.	Late meal modifications
13.	Food services	13.7.	Problems related to ordering, prescription and serving of feed/ foods/fluids
13.	Food services	12.8. V	Storage of expired food
13.	Food services	13.9.	Wrong meal request
13.	Food services	13.10.	Diet for Wrong Patient
13.	Food services	13.11.	Wrong Diet
13.	Food services	13.12.	Wrong Quantity
13.	Food services	13.3.	Expired-food item/formula
13.	Food services	13.14.	Food trays not distributed
13.	Food services	13.15.	Food wastage
13.	Food services	13.16.	Inappropriate Formula Labeling
13.	Food services	13.17.	Patient NPO/ Food served
14.	Clinical Nutrition	14.1.	Absence of diet Order by Physicians
14.	Clinical Nutrition	14.2.	Absence/ Delay of diet recommendation by Clinical Dietitian
14.	Clinical Nutrition	14.3.	Incorrect patient diet

No.	Category	Subcategory	Details
14.	Clinical Nutrition	14.4	Absence/Delay of Nutritional Assessment of Clinical Dietitian
14.	Clinical Nutrition	14.5.	Wrong Frequency by Clinical Dietitian
14.	Clinical Nutrition	14.6.	Diet order not updated
14.	Clinical Nutrition	14.7.	Known allergy
14.	Clinical Nutrition	14.8.	Incorrect order
14.	Clinical Nutrition	14.9.	Unknown allergy
15.	Infection Control related issues	15.1.	Pest Control
15.	Infection Control related issues	15.2.	Overfilling sharp containers
15.	Infection Control related issues	15.3.	Protocols for Handling of Body Fluids/Tissues
15.	Infection Control related issues	15.4.	Device, Product, Medication, Fluid Associated Infections
15.	Infection Control related issues	15.5.	Hand-hygiene Processes/ Procedures
15.	Infection Control related issues	15.6.	HazMat
15.	Infection Control related issues	15.7.	Protocols for Immunocompromised Patients
15.	Infection Control related issues	15.8.	Medical Waste
15.	Infection Control related issues	15.9.	Improper Practice of Infection Control Recommendations
15.	Infection Control related issues	15.10.	Protocols for Infected Patients

No.	Category	Subcategory	Details
15.	Infection Control related issues	15.11.	Non-Availability of Biohazard Spill Kit
15.	Infection Control related issues	15.12.	Safe Injection/ Sharps Disposal Processes/ Procedures
15.	Infection Control related issues	15.13.	Exposure to infected persons/ areas
15.	Infection Control related issues	15.14.	Intravascular Cannula
15.	Infection Control related issues	15.15.	Infected Prosthesis/Site
15.	Infection Control related issues	15.16.	Non-compliance with bundles
15.	Infection Control related issues	15.17.	Collecting waste bags
15.	Infection Control related issues	15.18.	Improper biohazard sharps disposal
15.	Infection Control related issues	15.19.	Improper cleaning
15.	Infection Control related issues	15.20.	Improper infected & contaminated laundry handling
15.	Infection Control related issues	15.21.	Improper medical waste collection
15.	Infection Control related issues	15.22.	Lack of pre-operative cleaning
15.	Infection Control related issues	15.23.	Contamination Body
15.	Infection Control related issues	15.24.	Improper Dressing
15.	Infection Control related issues	15.25.	Lack of follow up on patient LABELLED FOR ISOLATION
15.	Infection Control related issues	15.26.	Negative pressure not functioning

No.	Category	Subcategory	Details
15.	Infection Control related issues	15.27.	Poor hand hygiene
15.	Infection Control related issues	15.28.	Patient not placed in isolation room
15.	Infection Control related issues	15.29.	Porta cath line infection
15.	Infection Control related issues	15.30.	Positive result endotoxin from carbon filter
15.	Infection Control related issues	15.31.	RO2 sample not collected for disinfection
15.	Infection Control related issues	15.32.	Sharp container not available
16.	Occupational health	16.1.	Manual handling
16.	Occupational health	16.2.	Accidents caused by external projects
16.	Occupational health	16.3.	Accidents caused by internal projects
16.	Occupational health	16.4.	Contact with hazardous substance
16.	Occupational health	16.5.	Accidental exposure to radiation
16.	Occupational health	16.6.	Other sharps injury
16.	Occupational health	16.7.	Electric shock
16.	Occupational health	16.8.	Injury from facility damages (Falling tiles etc.)
16.	Occupational health	16.9.	Lifting Equipment or Machinery
16.	Occupational health	16.10.	Slips, trips and collisions

No.	Category	Subcategory	Details
16.	Occupational health	16.11	Injury caused by physical or mental strain
16.	Occupational health	16.12.	Traffic Accident (Outside the organization performing organizational duty)
16.	Occupational health	16.13.	Injury caused by workplace violence or assaults
17.	Housekeeping	17.1.	Cleanliness of facilities
17.	Housekeeping	17.2.	Poor housekeeping response
17.	Housekeeping	17.3.	Lack of housekeeping items supplies
17.	Housekeeping	17.4.	Medical/non-medical waste mixing
17.	Housekeeping	17.5.	Misuse of housekeepers
18.	Intravenous	18.1.	Grade 1/ Extravasation
18.	Intravenous	18.2.	Grade 2/ Extravasation
18.	Intravenous	18.3.	Grade 3/ Extravasation
18.	Intravenous	18.4.	Grade 4/ Extravasation
18.	Intravenous	18.5.	Accidental Dislodgement
18.	Intravenous	18.6.	Occlusion
18.	Intravenous	18.7.	Infiltration



No.	Category	Subcategory	Details
18.	Intravenous	18.8.	Wrong Label/ Instruction
18.	Intravenous	18.9.	Accidental Removal/ Dislodge
18.	Intravenous	18.10.	Phlebitis
18.	Intravenous	18.11.	Remove / Changed without Order
18.	Intravenous	18.12.	Not Sutured
18.	Intravenous	18.13.	Wrong Connection
18.	Intravenous	18.14.	Wrong insertion
18.	Intravenous	18.15.	Long time to change
18.	Intravenous	18.16.	Leaking
19.	Pressure ulcer (injury)	19.1.	Stage 1
19.	Pressure ulcer (injury)	19.2.	Stage 2
19.	Pressure ulcer (injury)	19.3.	Stage 3
19.	Pressure ulcer (injury)	19.4.	Stage 4
19.	Pressure ulcer (injury)	19.5.	Deep Tissue Injury
19.	Pressure ulcer (injury)	19.6.	Indeterminable/ Mucous Membranes
19.	Pressure ulcer (injury)	19.7.	Indeterminable/ Under Non- Removal Dressing or Device
19.	Pressure ulcer (injury)	19.8.	Suspected Deep Tissue Injury
19.	Pressure ulcer (injury)	19.9.	Unstageable
20.	Skin lesions/ Integrity	20.1.	Abrasion

No.	Category	Subcategory		Details
20.	Skin lesions/ Integrity	20.2.	Bruise\Skin Lesion	
20.	Skin lesions/ Integrity	20.3.	Cut Wound	
20.	Skin lesions/ Integrity	20.4.	Hematoma	
20.	Skin lesions/ Integrity	20.5.	Skin tear	
20.	Skin lesions/ Integrity	20.6.	Surgical wound site	
20.	Skin lesions/ Integrity	20.7.	Redness	
20.	Skin lesions/ Integrity	20.8.	Skin peeling	
20.	Skin lesions/ Integrity	20.9.	Cellulitis	
20.	Skin lesions/ Integrity	20.10.	Excoriation	
20.	Skin lesions/ Integrity	20.11.	Rash	
20.	Skin lesions/ Integrity	20.12.	Blister	
20.	Skin lesions/ Integrity	20.13.	Wound Dehiscence	
21.	Medication	21.1.	Adverse Drug Reaction	21.1.1. Preventable Adverse Drug Reaction
21.	Medication	21.1.	Adverse Drug Reaction	21.1.2. Non-Preventable Adverse Drug Reaction
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.1. Wrong administration technique
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.2. Patient allergic to treatment

No.	Category	Subcategory		Details
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.3. Charting error
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.4. Communication problem
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.5. Compliance error
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.6. Contraindication
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.7. Medication Delivery Delay
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.8. Wrong/unclear dose

No.	Category	Subcategory		Details
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.9. Drug-drug interaction
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.10 .Drug passed expiry date
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.11. Wrong dosage form
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.12. Wrong frequency
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.13. Wrong/omitted height
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.14. High Alert Label Missing

No.	Category	Subcategory		Details
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing 21.2.15.	Wrong/omitted patient information leaflet
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing 21.2.16.	Medication duplication
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing 21.2.17.	Wrong patient
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing 21.2.18.	Omitted medicine label
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing 21.2.19.	Omitted medicine/ingredient
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing 21.2.20.	Omitted/Wrong diagnosis

No.	Category	Subcategory		Details
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.21. Wrong method of preparation
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.22. Wrong quantity
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.23. Adverse drug reaction (when used as intended)
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.24. Wrong route
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.25. Wrong storage
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.26. Unauthorized prescriber

No.	Category	Subcategory		Details
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.27. Medication unavailable
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.28. Wrong/omitted verbal patient directions
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.29. Wrong/omitted weight
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.30. Wrong/omitted expiry date
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.31. Wrong medicine label
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.32. Wrong/unclear strength

No.	Category	Subcategory		Details
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.33. Wrong drug/medicine
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.34. Wrong/unclear indication
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.35. Wrong/unclear rate
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.36. Wrong/unclear administration time
21.	Medication	21.2.	Administration, Dispensing, Documentation, Monitoring, Preparation, Prescribing, Transcribing	21.2.37. Wrong/unclear duration
22.	Communication issues	22.1.	Poor call center response	
22.	Communication issues	22.2.	Communication between staff, teams or departments	



No.	Category	Subcategory	Details
22.	Communication issues	22.3.	Communication with the patient (other than consent issues)
22.	Communication issues	22.4.	Failure of Emergency-Call system
22.	Communication issues	22.5.	Failure of paging system
22.	Communication issues	22.6.	Failure of telephone system
22.	Communication issues	22.7.	Out On Pass Policy
22.	Communication issues	22.8.	Transport Schedule/Policy
22.	Communication issues	22.9.	Delay of response
22.	Communication issues	22.10.	Difficulty in communicating critical lab results
22.	Communication issues	22.11.	Inappropriate communication
22.	Communication issues	22.12.	Inappropriate response to emergency call
22.	Communication issues	22.13.	Incorrect interpretation
22.	Communication issues	22.14.	Unprofessional communication
22.	Communication issues	22.15.	Wrong information communicated
22.	Communication issues	22.16.	Miscommunication
22.	Communication issues	22.17.	Acceptance/eligibility issues
23.	Falls	23.1.	Assisted Falls
23.	Falls	23.2.	1st fall and Assisted fall

No.	Category	Subcategory	Details
23.	Falls	23.3.	1st fall
23.	Falls	23.4.	Out On Pass
23.	Falls	23.5.	Repeated and Assisted fall
23.	Falls	23.6.	Near Fall
23.	Falls	23.7.	Repeated falls
23.	Falls	23.8.	From Bed
23.	Falls	23.9.	From Chair
23.	Falls	23.10.	From Crib
23.	Falls	23.11.	Fall during play
23.	Falls	23.12.	Developmental fall
23.	Falls	23.13.	Baby child dropped
23.	Falls	23.14.	From Exam/ Operating Table
23.	Falls	23.15.	From Isolette
23.	Falls	23.16.	From Lift/Hoist
23.	Falls	23.17.	From Play Equipment
23.	Falls	23.18.	From Stretcher
23.	Falls	23.19.	From Toilet/ Commode
23.	Falls	23.20.	From Radiant Warmer
23.	Falls	23.21.	From Wheelchair
23.	Falls	23.22.	In Shower/Tub
23.	Falls	23.23.	On Stairs
23.	Falls	23.24.	While Ambulating
23.	Falls	23.25.	While Running/ Playing

No.	Category	Subcategory	Details
23.	Falls	23.26. Unknown/Found on Floor	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.1. Eye or face splash	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.2. Radiopharmaceuticals decay	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.3. Radiopharmaceuticals Expiry	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.4. Radiation unnecessary exposure	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.5. Radiopharmaceuticals mislabeling	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.6. Radiopharmaceuticals leakage	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.7. Radiopharmaceuticals wrong location	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.8. Radiopharmaceuticals mishandling	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.9. Radiopharmaceuticals missing	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.10. Radiation overdose	

No.	Category	Subcategory		Details
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.11.	Radiopharmaceuticals shortage	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.12.	Radiopharmaceuticals spill	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.13.	Radiation under-dose	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.14.	Cluttered area	
24.	Radiation treatment (Ionizing radiation Non-Ionizing (US, UV, MRI, Laser, other)	24.15.	Poisoning	
25.	Labor and Delivery related issues	25.1.	NICU Admissions for Baby above 36wks	
25.	Labor and Delivery related issues	25.2.	Placental abruption	
25.	Labor and Delivery related issues	25.3.	Anesthetic problem connected with labor or delivery	
25.	Labor and Delivery related issues	25.4.	APGAR score less than 7 (at 5 minutes)	
25.	Labor and Delivery related issues	25.5.	Born before arrival	
25.	Labor and Delivery related issues	25.6.	Breech presentation	
25.	Labor and Delivery related issues	25.7.	Birth – Related Trauma	
25.	Labor and Delivery related issues	25.8.	Cord prolapse	

No.	Category	Subcategory	Details
25.	Labor and Delivery related issues	25.9.	Undiagnosed cephalo-pelvic disproportion
25.	Labor and Delivery related issues	25.10.	Elective Caesarean Section
25.	Labor and Delivery related issues	25.11.	Emergency Caesarean Section
25.	Labor and Delivery related issues	25.12.	Difficult delivery
25.	Labor and Delivery related issues	25.13.	Shoulder dystocia
25.	Labor and Delivery related issues	25.14.	Fetal distress with Poor Outcome
25.	Labor and Delivery related issues	25.15.	Labor assisted by forceps
25.	Labor and Delivery related issues	25.16.	Unplanned home birth
25.	Labor and Delivery related issues	25.17.	Delivery using more than one instrument
25.	Labor and Delivery related issues	25.18.	Intrapartum hemorrhage
25.	Labor and Delivery related issues	25.19.	IUGR or placental insufficiency
25.	Labor and Delivery related issues	25.20.	Prolonged first or second stage of labor
25.	Labor and Delivery related issues	25.21.	Injury or poor outcome for the mother
25.	Labor and Delivery related issues	25.22.	Labor or delivery – other
25.	Labor and Delivery related issues	25.23.	Delivery with PH < 7
25.	Labor and Delivery related issues	25.24.	Post-partum hemorrhage > 1,000ml

No.	Category	Subcategory	Details
25.	Labor and Delivery related issues	25.25.	Pre-eclampsia
25.	Labor and Delivery related issues	25.26.	Placenta Previa
25.	Labor and Delivery related issues	25.27.	Ruptured uterus
26.	Supply Chain issues (logistics)	26.1.	Non availability of medical items in store
26.	Supply Chain issues (logistics)	26.2.	Non-Availability of Non-Stock Items
26.	Supply Chain issues (logistics)	26.3.	Non availability of furniture items
26.	Supply Chain issues (logistics)	26.4.	Non authorized property movement
26.	Supply Chain issues (logistics)	26.5.	Overstock of medical items in wards
26.	Supply Chain issues (logistics)	26.6.	Unregistered medical device
26.	Supply Chain issues (logistics)	26.7.	Damaged Items When Delivered
26.	Supply Chain issues (logistics)	26.8.	Delayed medical items delivery response
26.	Supply Chain issues (logistics)	26.9.	Lack of stationary items supplies
26.	Supply Chain issues (logistics)	26.10.	Medication Out of stock
26.	Supply Chain issues (logistics)	26.11	Medical items alerts/recalls
27.	Laundry services	27.1.	Dirty linen not collected
27.	Laundry services	27.2.	Lack of laundry services supplies
27.	Laundry services	27.3.	Poor laundry services response
28.	Sentinel Events	28.1.	Unexpected death

No.	Category	Subcategory	Details
28.	Sentinel Events	28.2.	Unexpected loss of limb or function
28.	Sentinel Events	28.3.	Wrong patient, wrong procedure or wrong site
28.	Sentinel Events	28.4.	Retained instrument or sponge
28.	Sentinel Events	28.5.	Serious medication error leading to death or major morbidity
28.	Sentinel Events	28.6.	Suicide of a patient in an inpatient unit
28.	Sentinel Events	28.7.	Maternal death
28.	Sentinel Events	28.8.	Hemolytic blood transfusion reaction
28.	Sentinel Events	28.9.	Air Embolism
28.	Sentinel Events	28.10.	Death of a full term infant
28.	Sentinel Events	28.11.	Transmission of a chronic, fatal diseases or illness as a result of infusing blood or blood products or transplanting contaminated organs or tissue
28.	Sentinel Events	28.12.	Deviation from standard of care (e.g. Policy, procedure, protocol, delay in management) that lead to death or serious harm.
28.	Sentinel Events	28.13.	Child/ Infant abduction
28.	Sentinel Events	28.14.	Infant discharged to a wrong family
28.	Sentinel Events	28.15.	Rape

No.	Category	Subcategory		Details
28.	Sentinel Events	28.16.	Workplace violence such as assault; or homicide (willful killing) of a patient, any employee, visitor or sub-contractors while on hospital property.	
28.	Sentinel Events	28.17.	Fire: Major destruction or loss of function to the surrounding environment (natural or facility), events that result in death	
28.	Sentinel Events	28.18.	Suicide of staff, visitors, watchers anywhere on property	
28.	Sentinel Events	28.19.	Critical equipment breakdown or failure when in use	
28.	Sentinel Events	28.20.	Unintended collapse of any building or structure under construction or alteration	
28.	Sentinel Events	28.21.	Collapse or overturning of any load bearing part of any lift or lifting equipment when in use	
29.	ID/Documentation/ Consent	29.1.	ID 29.1.1.	Absent
29.	ID/Documentation/ Consent	29.1.	ID 29.1.2.	Illegible
29.	ID/Documentation/ Consent	29.1.	ID 29.1.3.	Wrong MRN
29.	ID/Documentation/ Consent	29.1.	ID 29.1.4.	Wrong Name
29.	ID/Documentation/ Consent	29.1.	ID 29.1.5.	Wrong Patient
29.	ID/Documentation/ Consent	29.2.	Consent 29.2.1.	Abbreviation Used
29.	ID/Documentation/ Consent	29.2.	Consent 29.2.2.	None
29.	ID/Documentation/ Consent	29.2.	Consent 29.2.3.	Unsigned



No.	Category	Subcategory		Details
29.	ID/Documentation/ Consent	29.2.	Consent	29.2.4. Wrong Procedure Listed
29.	ID/Documentation/ Consent	29.2.	Consent	29.2.5. Wrong Patient
29.	ID/Documentation/ Consent	29.2.	Consent	29.2.6. Wrong Side/Site Listed
29.	ID/Documentation/ Consent	29.2.	Consent	29.2.7. Wrong Signature
29.	ID/Documentation/ Consent	29.3.	DNR	29.3.1. Absent
29.	ID/Documentation/ Consent	29.3.	DNR	29.3.2. Incomplete
29.	ID/Documentation/ Consent	29.3.	DNR	29.3.3. Unclear
29.	ID/Documentation/ Consent	29.3.	DNR	29.3.4. Unsigned
29.	ID/Documentation/ Consent	29.4.	Documentation	29.4.1. Altered
29.	ID/Documentation/ Consent	29.4.	Documentation	29.4.2. Illegible
29.	ID/Documentation/ Consent	29.4.	Documentation	29.4.3. Inadequate
29.	ID/Documentation/ Consent	29.4.	Documentation	29.4.4. Inappropriate
29.	ID/Documentation/ Consent	29.4.	Documentation	29.4.5. Incorrect
29.	ID/Documentation/ Consent	29.4.	Documentation	29.4.6. Misfiling
29.	ID/Documentation/ Consent	29.4.	Documentation	29.4.7. Legal Guardian Signature Missing
29.	ID/Documentation/ Consent	29.4.	Documentation	29.4.8. Unsigned Notes
29.	ID/Documentation/ Consent	29.4.	Documentation	29.4.9. Unsigned Telephone Order
29.	ID/Documentation/ Consent	29.4.	Documentation	29.4.10. Wrong Addressograph

## 7.5

### Level of Harm:

#### 7.5.1. For medication related Incidents:

Category	Description
A	Circumstances or events that have the capacity to cause error.
B	An error occurred but the error did not reach the patient.
C	An error occurred that reached the patient but <b>did not cause patient harm</b> .
D	An error occurred that reached the patient and required monitoring to confirm that it resulted in <b>no harm</b> to the patient and/or <b>required intervention to preclude harm</b> .
E	An error occurred that may have contributed to, or resulted in <b>temporary harm</b> (minor injury) to the individual and required intervention.
F	An error occurred that may have contributed to, or resulted in <b>temporary harm</b> (minor injury) to the individual and required <b>intervention and initial or prolonged hospitalization</b> .
G	An error occurred that may have contributed to, or resulted in individual harm ( <b>serious injury - prolonged the stay or extensive follow up</b> ).
H	An error occurred that resulted in <b>life-threatening injury or multiple serious</b> injuries causing hospitalization and required intervention necessary to <b>sustain life</b> .
I	An error occurred that may have contributed to or resulted in the <b>patient's death</b> .

7.5.2. Level of Other Types of Incidents:

Level	Matching with medication related Incident	Definition
None	A-D	Incident occurred with no harm to the patient or person involved.
Minor	E-F	No change in vital signs. Non-invasive diagnostic test required. Increased observation or monitoring required.
Moderate	G	Vital signs changes. Decreased level of consciousness. Additional medication/treatment required. Invasive diagnostic procedure required.
Major	H	Any unexpected or unintended incident that caused permanent or long-term harm to one or more persons.
Catastrophic	I	Incident resulting in death.

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**Role** - *Member*

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**Name** - Ms. Rouba Smia

**Role** - *Member*

#### Ministry of Health

**Name** - Ms. Haifa Al Naimi

**Role** - *Project Manager*

#### Health Matrix

**Name** - Ashraf Marwan Shana'ah

**Role** - *Project Manager*

#### Health Matrix

**Name** - Anas Abdrabbo

**Role** - *Member*

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09

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**Appendix**  
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