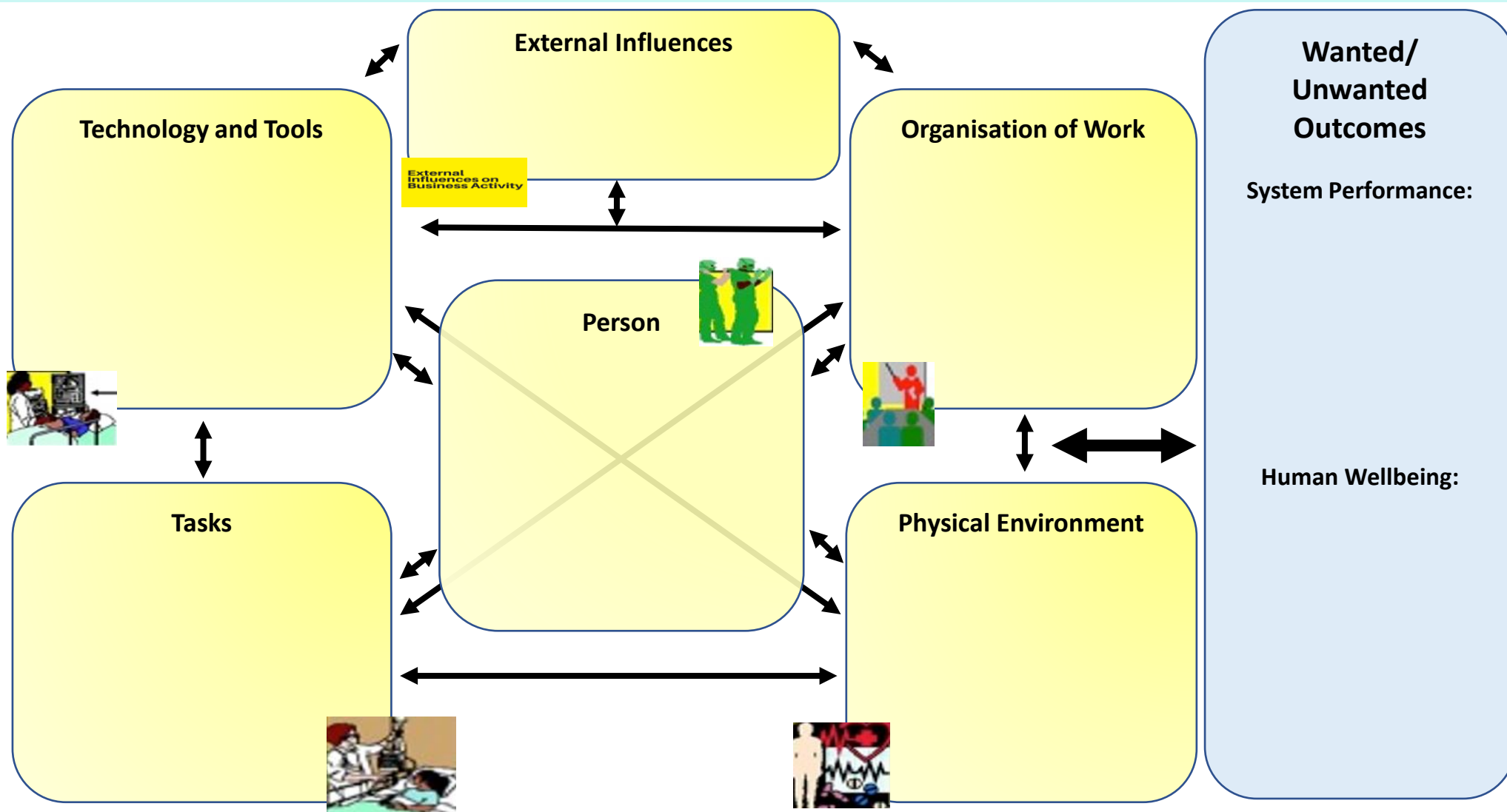


# Worksheet - Care System Interactions and Outcomes





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[As a team, use the worksheet as a prompt to highlight the various system-wide factors that contribute to the issue at hand (e.g. implementing a new way of working; managing change or learning from a safety incident); seek to understand how these factors relate and interact to produce outcomes (desirable or undesirable)]

## Person Factors e.g.

Physical, psychological capabilities, limitations and impacts (frustration, stress, fatigue, burnout, musculoskeletal, satisfaction, enjoyment, experiences, job control); personality or social issues; cognitive ; competence, skills, knowledge, attitudes; risk perception; training issues; personal needs and preferences; psychological safety; performance variability; personal goals; adaptation to work conditions.

**Care team** e.g. roles, support, communication, collaboration, supervision, management, leadership

**Patient/client** e.g. complexity of clinical condition, physical, social, psychological, relationship factors

**Others** e.g. families and carers, and other health and social services colleagues

## Tools and Technology Factors e.g.

e.g. design interaction and usability issues; positioning; availability; access; mobility; operational/calibrated; device usability; various IT design issues; electronic records, barcoding.

## Task Factors e.g.

level of task complexity; time taken; hazardous nature; capacity and demand match/mismatch; distractions; interruptions; variety of tasks; job content, challenge and utilization of skills; autonomy, job control and participation; job demands (e.g. workload, time pressure, cognitive load, need for attention)

## Physical Environment Factors e.g.

Layout; Noise; Lighting; temperature; humidity and air quality; design of immediate workspace or physical environment layout; location; size; clutter; standardisation, aesthetics; crowding.

## Organisation of Work Factors e.g.

Coordination, collaboration and communication; organizational culture and safety climate; work schedules and rota design; social relationships; teamwork; supervisory, management and leadership style; performance evaluation, rewards and incentives; organisational strategy, work priorities/targets; conflicting goals; structure and hierarchies; staffing levels; rewards and incentives; risk assessment; **education, training and development environments** e.g. supervision, competence, protected time, professional development, physical and social learning environment

## External Influences e.g.

Societal, government, cultural, accreditation and regulatory influences e.g. funding, national policies and targets, professional bodies, regulatory demands, legislation and legal influences, other risks and influences

## Outcomes – System Performance e.g.

Safety; productivity; resilience; reliability; efficiency; effectiveness; care quality; budgetary control

## Outcomes – Human Wellbeing e.g.

Health and safety; patient satisfaction and experience; enjoyment; staff turnover; staff welfare; job satisfaction