Clinical Practice Influencing Factors

<table>
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<th>Factor Types</th>
<th>Influencing Contributory Factors</th>
<th>Examples</th>
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| Organizational and Management Factors | *Financial resources and constraints  
* Organizational structure  
* Policy standards and goals  
* Safety culture and priorities | Lacking senior management procedure for risk reduction                   |
| Work environment                  | *Staffing levels and skills mix  
* Workload and shift patterns  
* Design, availability and maintenance of equipment  
* Administrative and managerial support | *High workload  
* Inadequate staffing  
* Limited access to essential equipment  
* Equipment models or brands vary  
* Excessive alerts |
| Team factors                      | * Verbal communication  
* Written communication  
* Supervision and seeking help  
* Team structure               | * Inadequate hand-off                                                    |
| Individual (staff) factors        | * Knowledge and skills  
* Competence  
* Emotional health              | Lack of knowledge or experience of specific staff                         |
| Task factors                      | * Task design and clarity of structure  
* Availability and use of protocols  
* Availability and accuracy of test results | * Non-availability of test results or protocols  
* Electronic and paper orders as vulnerable workflow processes and procedures |
| Patient factors                   | * Condition (complexity and seriousness)  
* Language and communication  
* Personality and social factors | * Distressed patient  
* Multiple co-morbidities                                                 |

- After a care management problem has been identified, consider the conditions in which the error occurred in a wider organizational context (contributing factors).
- Distinguish if the contributing factors are **general** or **specific:**
  - For example, a communication failure between a doctor and a nurse may have contributed to a care management problem. If this is an isolated occurrence, then it is **specific**; on the other hand, if this problem is quite common, then this would be noted as a general contributory factor of “poor communication.”