

Safe use of opioids national collaborative

Dr Nigel Millar

Chief Medical Officer
Canterbury DHB



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND



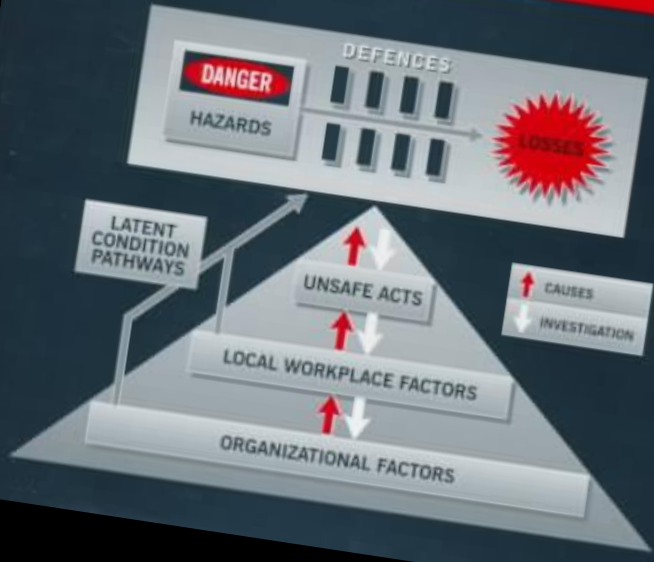
Safety

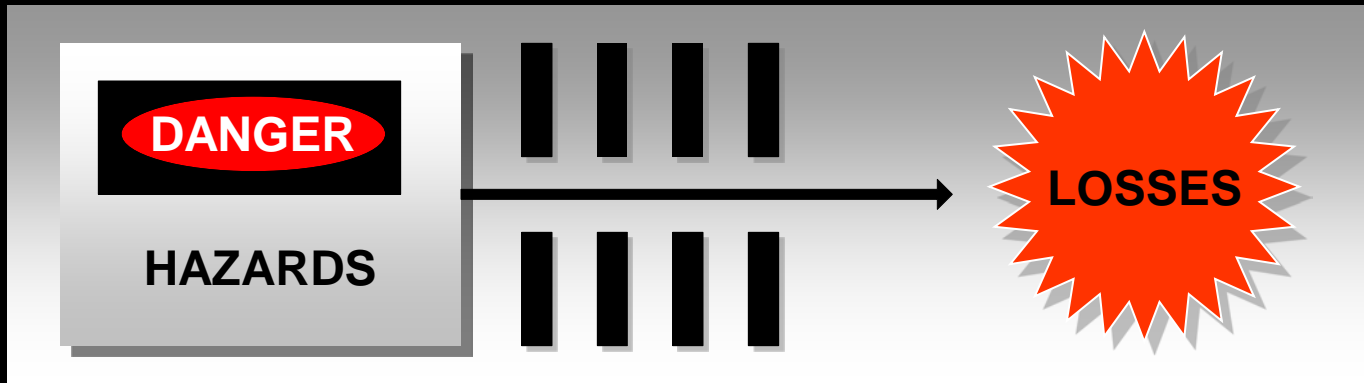
Deeper understanding
required

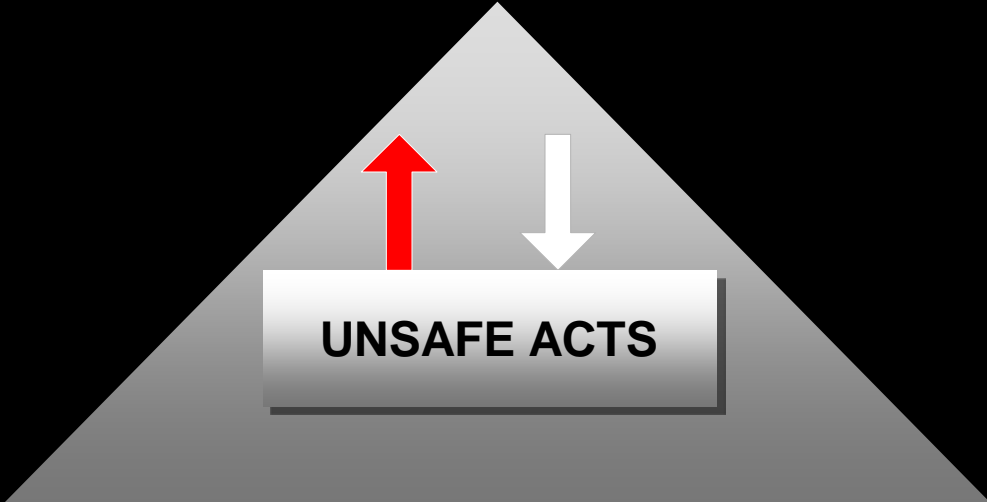
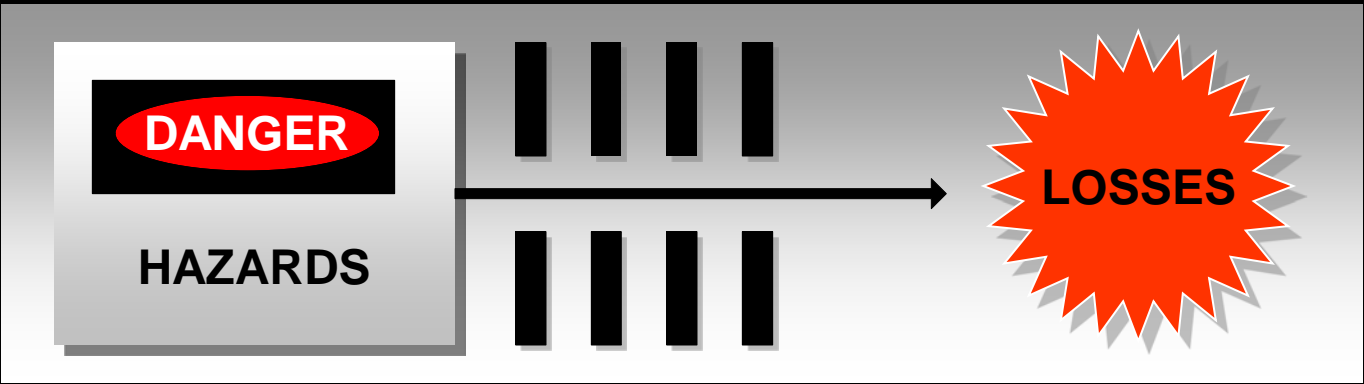


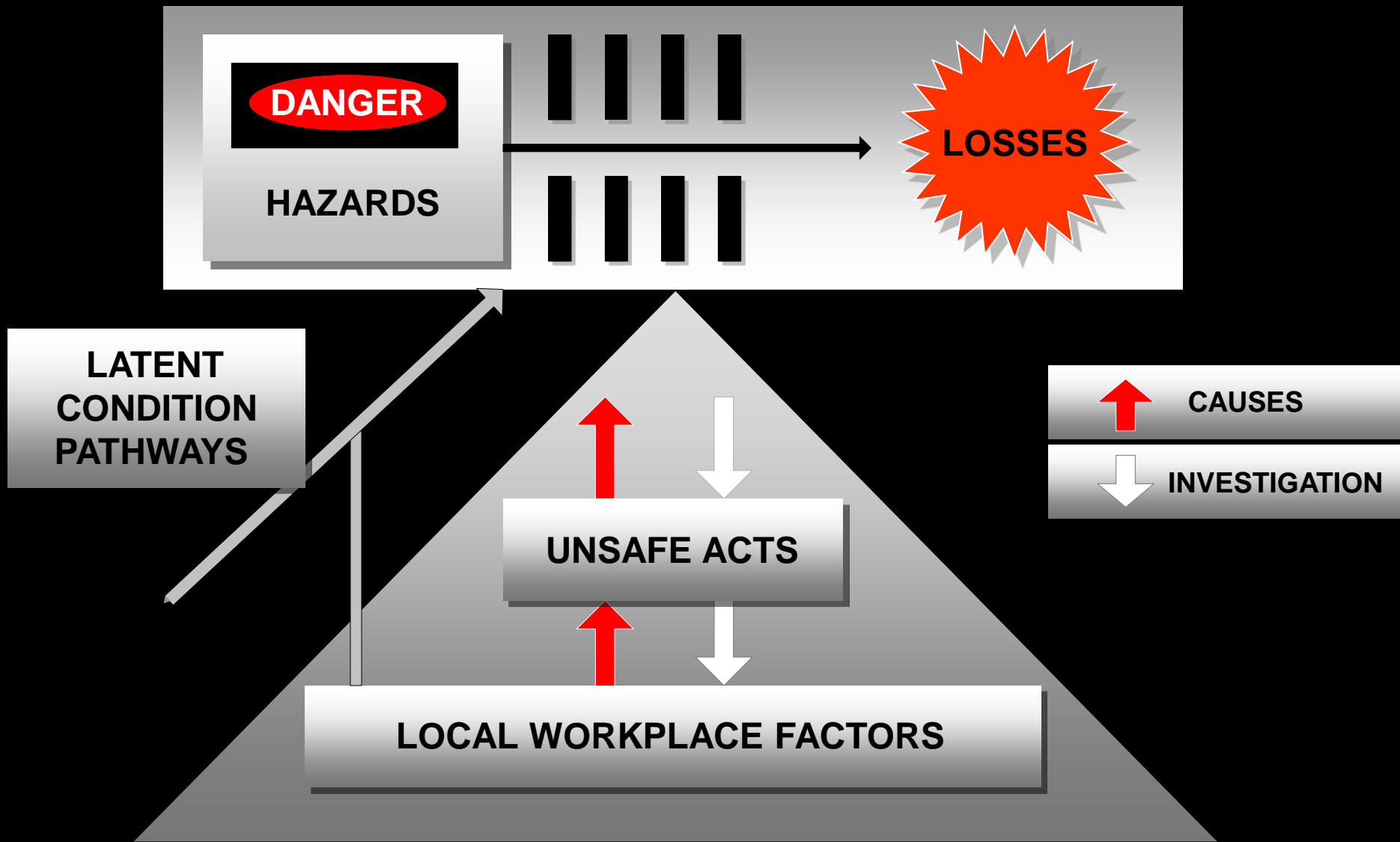
Managing the Risks of Organizational Accidents

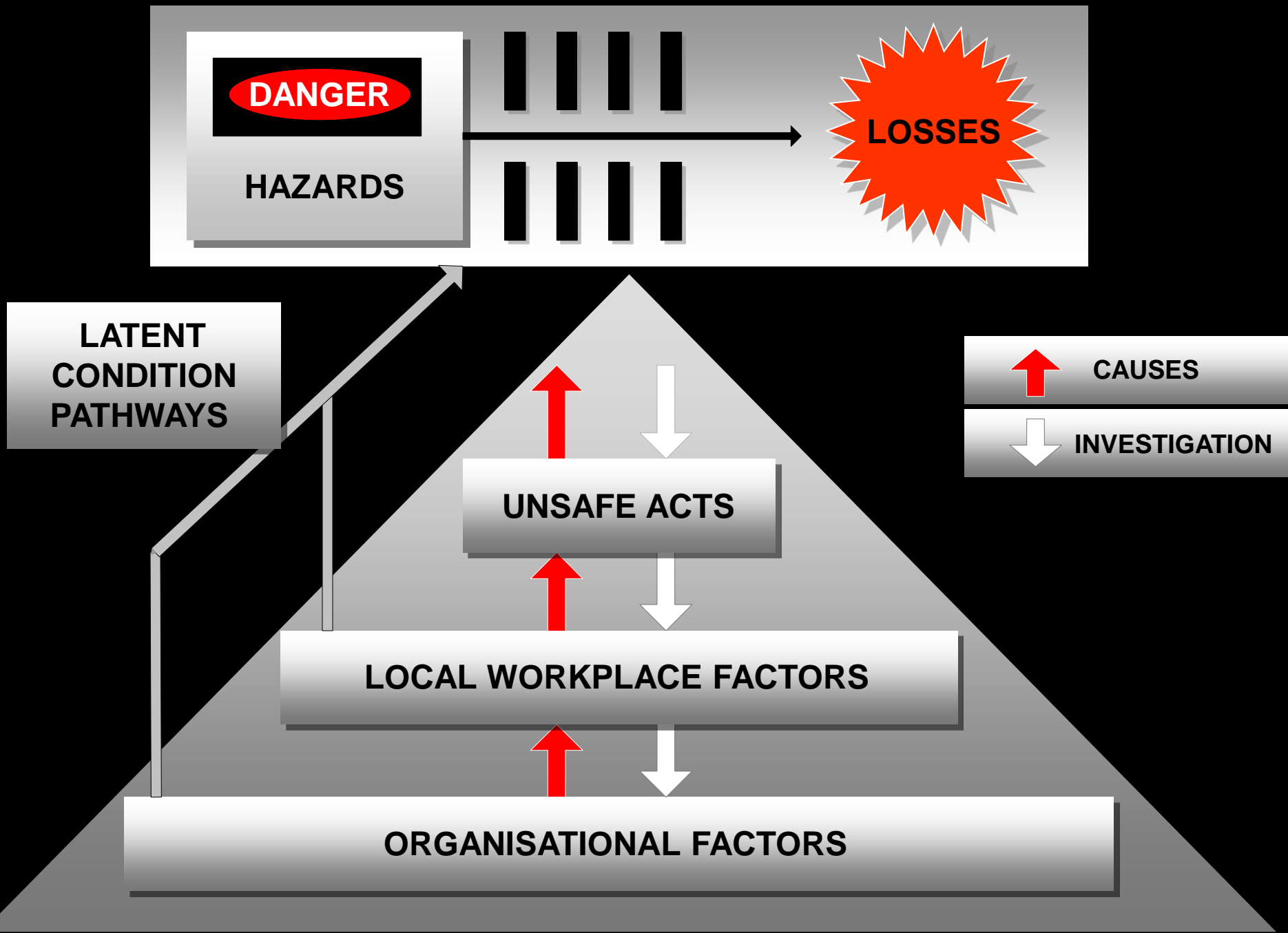
JAMES REASON

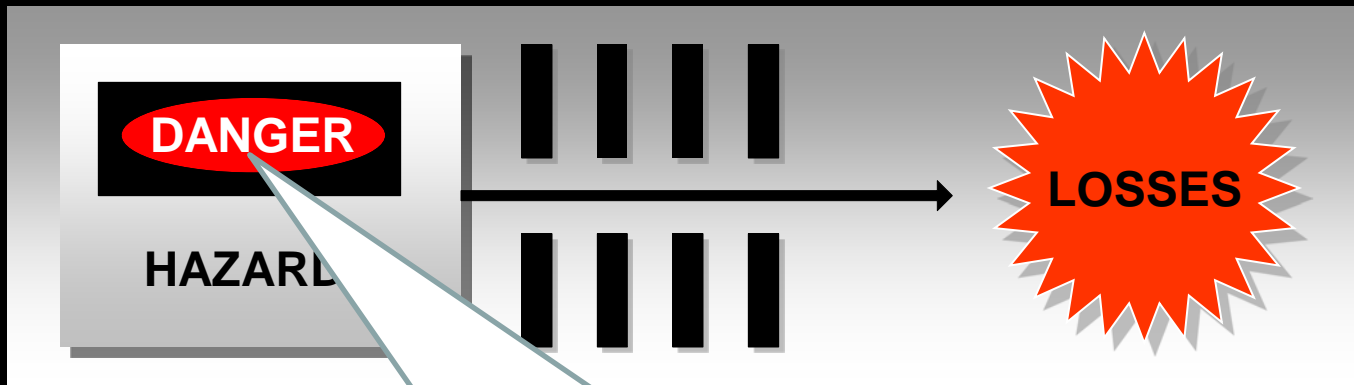












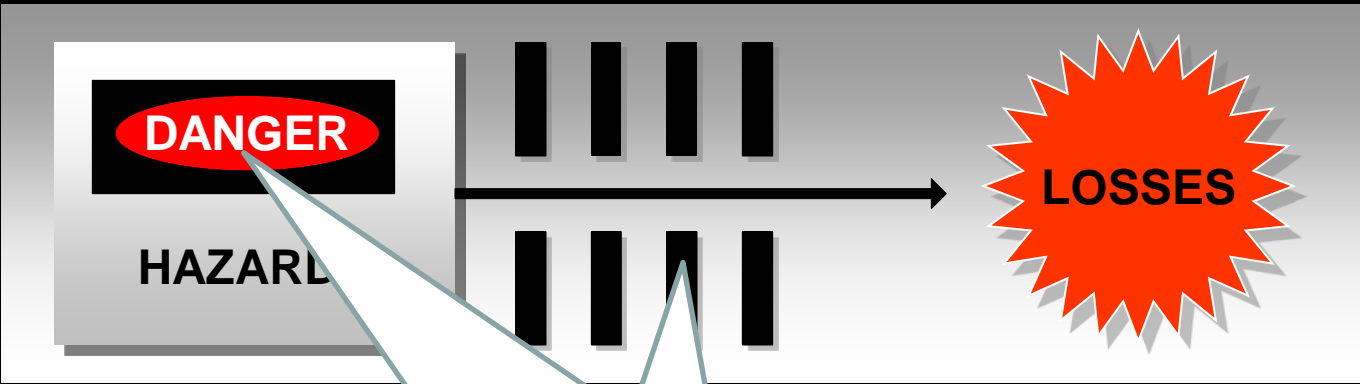
**LATENT
CONDITION
PATHWAYS**

Hazards are everywhere

- Drugs all have a fatal dose or interaction
- Gravity is universal
- Bacteria are ubiquitous
- Cutting people open is inherently unsafe

↑ CAUSES
↓ INVESTIGATION

ORGANISATIONAL FACTORS



**LATENT
CONDITION
PATHWAYS**

Hazards are everywhere

- Drugs all have a therapeutic dose or range
- Gradual onset
- Barriers are unreliable
- Cultural inhibition

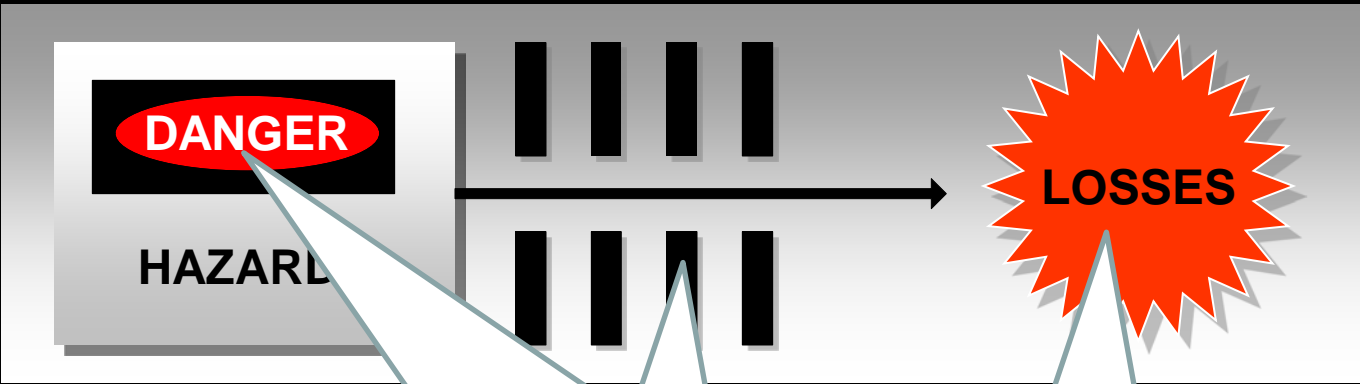
Barriers are unreliable

- People are human
- Systems are poor
- Health is complex
- Many steps many people

↑ **CAUSES**

↓ **INVESTIGATION**

ORGANISATION



**LATENT
CONDITION
PATHWAYS**

Hazards are everywhere

- Drugs all have a lethal dose or interact
- Gra
- Ba
- Cu inh

Barriers are u

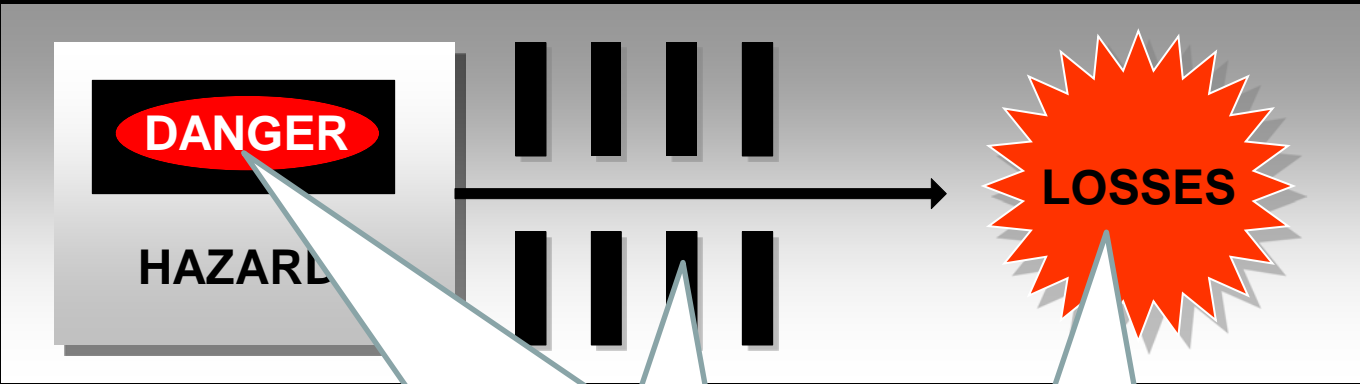
- People are human
- Systems are poor
- Health is complex
- Many steps many

↑ CAUSES

Harm continues

- We must look further than:-
 - removing the danger
 - strengthening the barriers
 - Or
 - Blaming the people

ORG



**LATENT
CONDITION
PATHWAYS**

↑ CAUSES

Hazards are everywhere

- Drugs all have a lethal dose or interact
- Gra
- Ba
- Cu inh

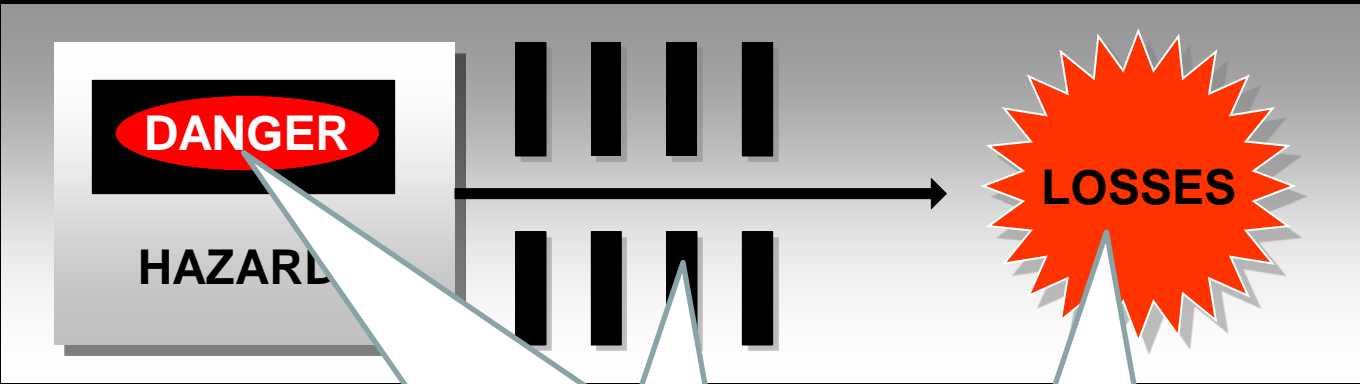
Barriers are

- People are
- Systems are poor
- Health is complex
- Many steps many

Culturally accepted

- Rushed drug administration
- Missed hand hygiene
- Rushed handover
- Falls are "inevitable"

ORG



**LATENT
CONDITION
PATHWAYS**

Hazards are everywhere

- Drugs all have a critical dose or interaction

↑ CAUSES

Environmental

- Interruptions
- Warning overload
- Inadequate information
- Bullying
- Fatigue

Barriers are

Health is complex
Many steps many

Culturally accepted

- Rushed drug administration
- Missed hand hygiene
- Rushed handover
- Falls are “inevitable”



**LATENT
CONDITION
PATHWAYS**

- Environmental
- Interruptions
 - Warning overload
 - Inadequate information
 - Bullying
 - Fatigue

- Hazards and
- Drugs all h
interacti
- Ba

- Organisational
- Financial focus
 - Safety seen as frontline issue
 - Professional excellence
 - Detachment
 - Culture of credit up and blame down

Health is co
Many steps any

- Rushed handover
- Falls are "inevitable"

CAUSES

Accepted

stration

DANGER

HAZARDS

LOSSES

Organisational

- Culture of safety
- Safety rounds
- Care is the business not \$\$
- Leadership – (Adaptive)
- Credit down risk upward

**LATENT
CONDITION
PATHWAYS**

UNS

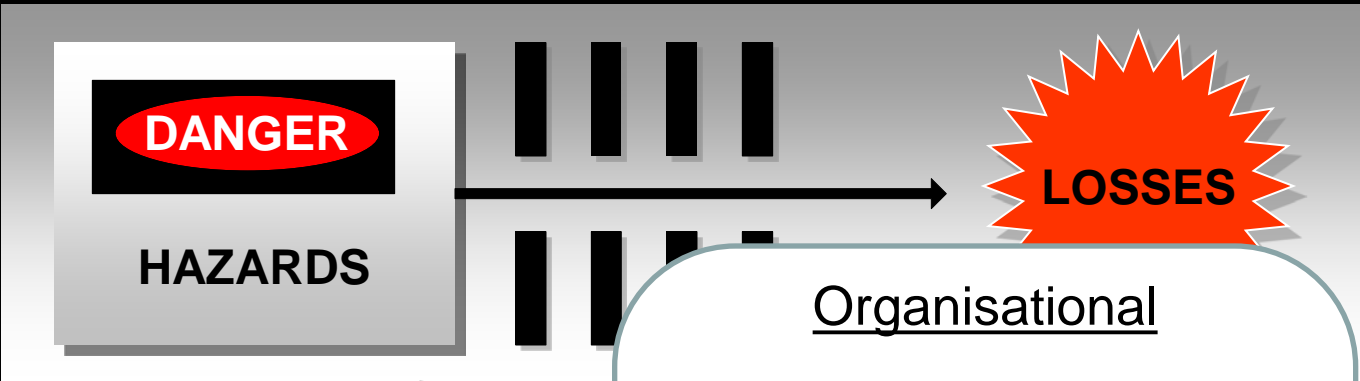
LOCAL WORKPLA

TORS

ORGANISATIONAL FACTORS

CAUSES

INVESTIGATION

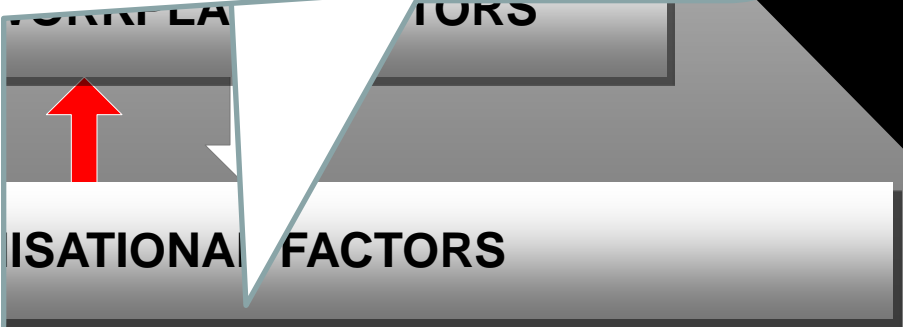


**LATENT
CONDITION
PATHWAYS**

- Environmental
- Workplace design
 - IT supports clinical process
 - Ergonomic alarm design
 - Compassion
 - Fatigue management (incl personal)

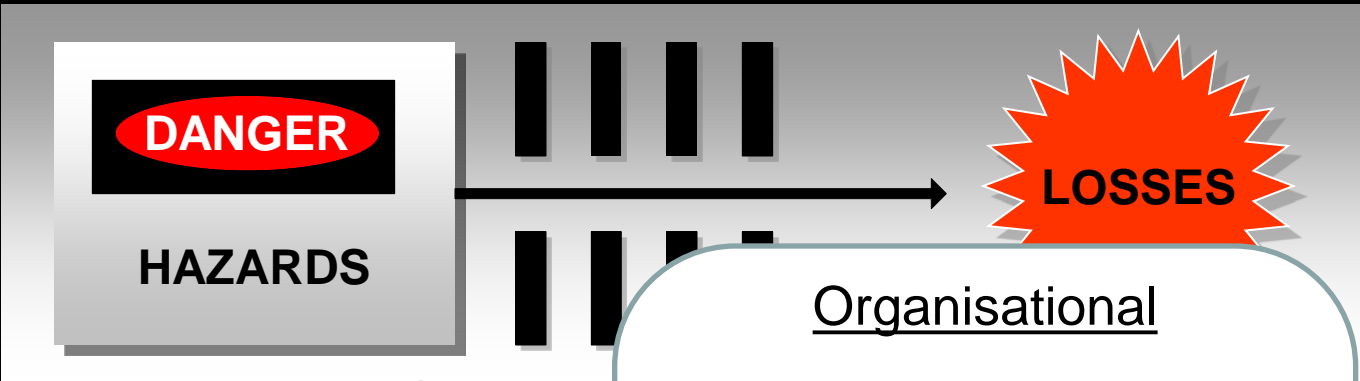
- Organisational
- Culture of safety
 - Safety rounds
 - Care is the business not \$\$
 - Leadership – (Adaptive)
 - Credit down risk upward

UNSAFE



CAUSES

INVESTIGATION



**LATENT
CONDITION
PATHWAYS**

- Environmental
- Workplace design
 - IT supports clinical process
 - Ergonomic alarm design
 - Compassion
 - Fatigue management (incl personal)

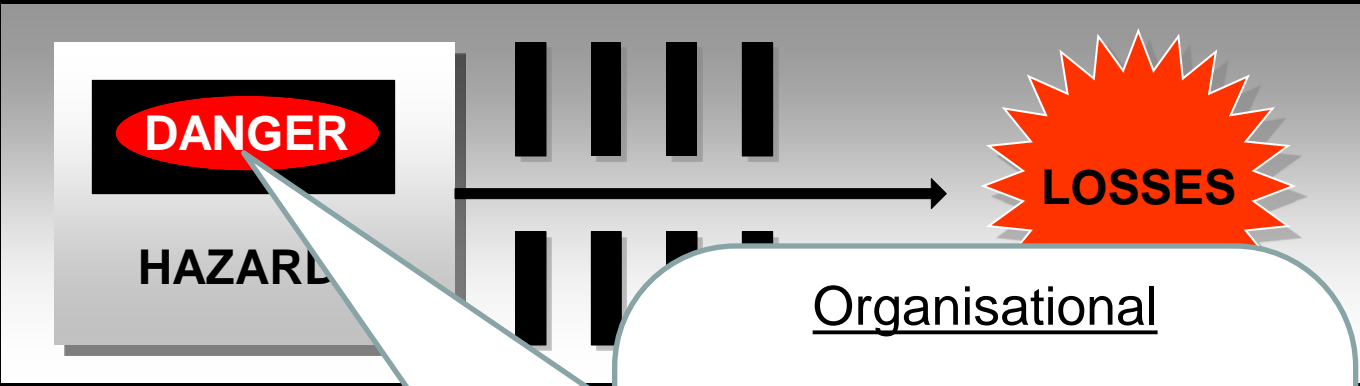
UNSAFE

- Organisational
- Culture of safety
 - Safety rounds
 - Care is the business not \$\$\$
 - Leadership
 - Credibility

CAUSES

ORGANISATIONAL FACTORS

- Culturally accepted
- Time for clinical process
 - Theatre hand hygiene
 - Handover time
 - Falls zero harm



**LATENT
CONDITION
PATHWAYS**

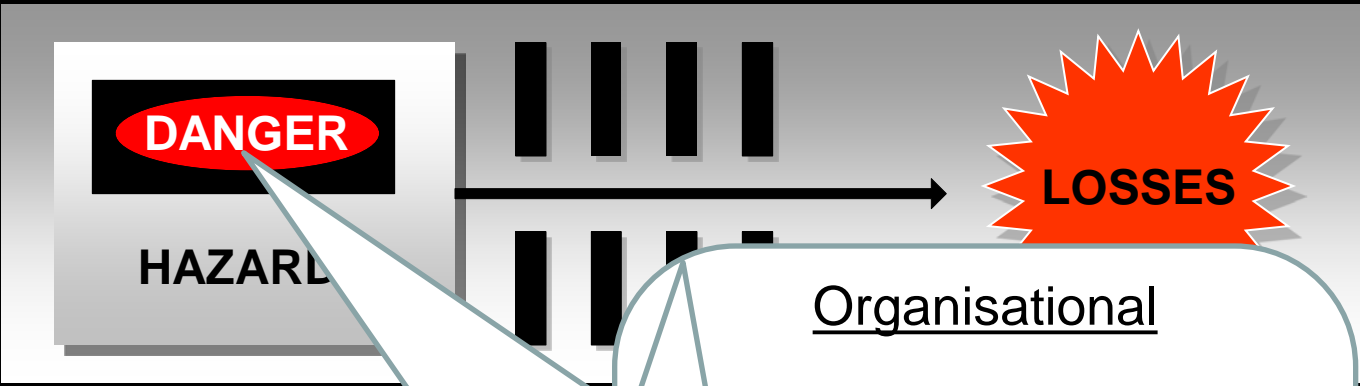
- Environmental
- Workplace design
 - IT supports clinical pro
 - Ergonomic alarm design
 - Compassion
 - Fatigue management (incl personal)

- Organisational
- Hazards are known
- Drug adverse event anticipated
 - Intervention before fall
 - Bacteria are wiped off
 - Cutting people open is safe

ORGANISATIONAL FACTORS

- Culturally accepted
- ...ne for clinical process
 - ...eatre hand hygiene
 - ...andover time
 - Falls zero harm

CAUSES



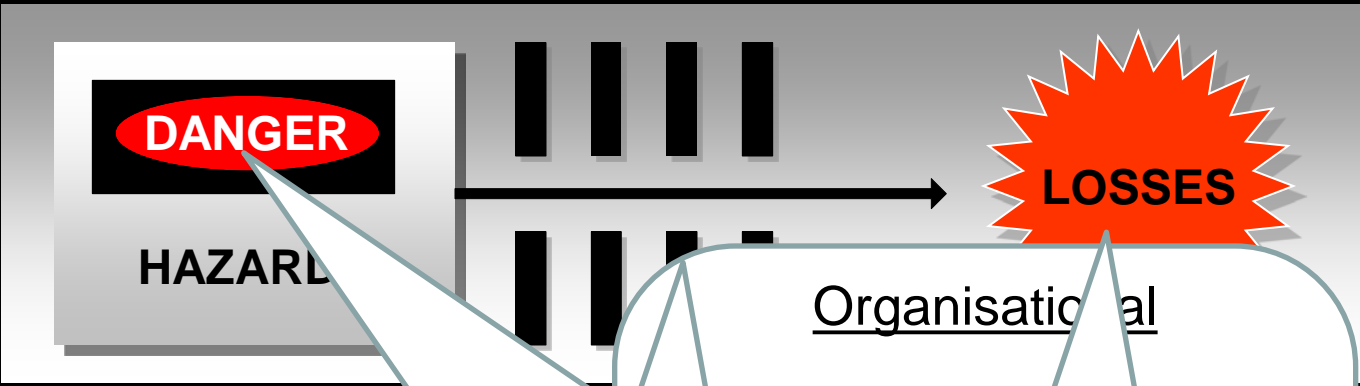
**LATENT
CONDITION
PATHWAYS**

- Environmental
- Workplace design
 - IT supports clinical pro
 - Ergonomic alarm design
 - Compassion
 - Fatigue management (incl personal)

- Organisational
- Hazard known
- Drug a
 - Inte
 - Ba
 - Cu

CAUSES

- Barriers are reliable
- Humanity is normal
 - Systems are reliable
 - Health is simplified
 - Less steps less people
- ally accepted
- Technical process
 - and hygiene
 - time
 - harm



**LATENT
CONDITION
PATHWAYS**

- Environmental
- Workplace design
 - IT supports clinical pro
 - Ergonomic alarm design
 - Compassion
 - Fatigue management (incl personal)

Hazard known

- Drug a
- Inte
- Ba
- Cu

- Barriers are
- Humanity is norm
 - Systems are relia
 - Health is simplifie
 - Less steps less p

- Zero harm
- We look deeper:-
 - Create better systems
 - stronger barriers
 - No more blame
 - Leadership culture

CAUSES

CON