**Royal College of Physicians**

Quality Improvement
and Patient Safety

**How to use this template. See section 4 of** *Medication safety at hospital discharge: improvement guide and resource*

Start with the problem you're trying to solve and put this in the box on the right. As a team think about the different factors that could be contributing to this problem (we've already included some headings, based on the Systems Engineering Initiative for Patient Safety (SEIPS) 2.0 framework but you can use your own). See our example (Figure 6) and further information on page 19 of the improvement guide and resource.



**Person(s)** (eg people's experience with a task, wellbeing)

**Organisation** (eg local guidelines, organisational culture, workforce issues)

**Tools and technology** (eg availability, usability)

**What problem are we trying to solve?**

**Tasks** (eg complexity, familiarity)

**Internal environment** (eg lighting, workspace, design, noise)

**External environment** (eg regional/national/international issues, societal expectations)