

Notes for Supervisors

There are three types of human error: slips, lapses (skill-based errors) and mistakes. These types of human error can happen to even the most experienced and well-trained person.

hse.gov.uk

2012

With this in mind please remember to handle the following process with sensitivity and insight. The people involved should feel the process to be supportive - not punitive - and it should be remembered that we are doing this for the benefit of patient safety and the purpose of delivering Harm Free Care.

Your professional judgement should determine how quickly a staff member progresses through the process as every set of circumstances will be slightly different.

Should you have any queries please contact either Sharon Coulson (Senior Sister) or Bev Robinson (Clinical Educator) on PICU.