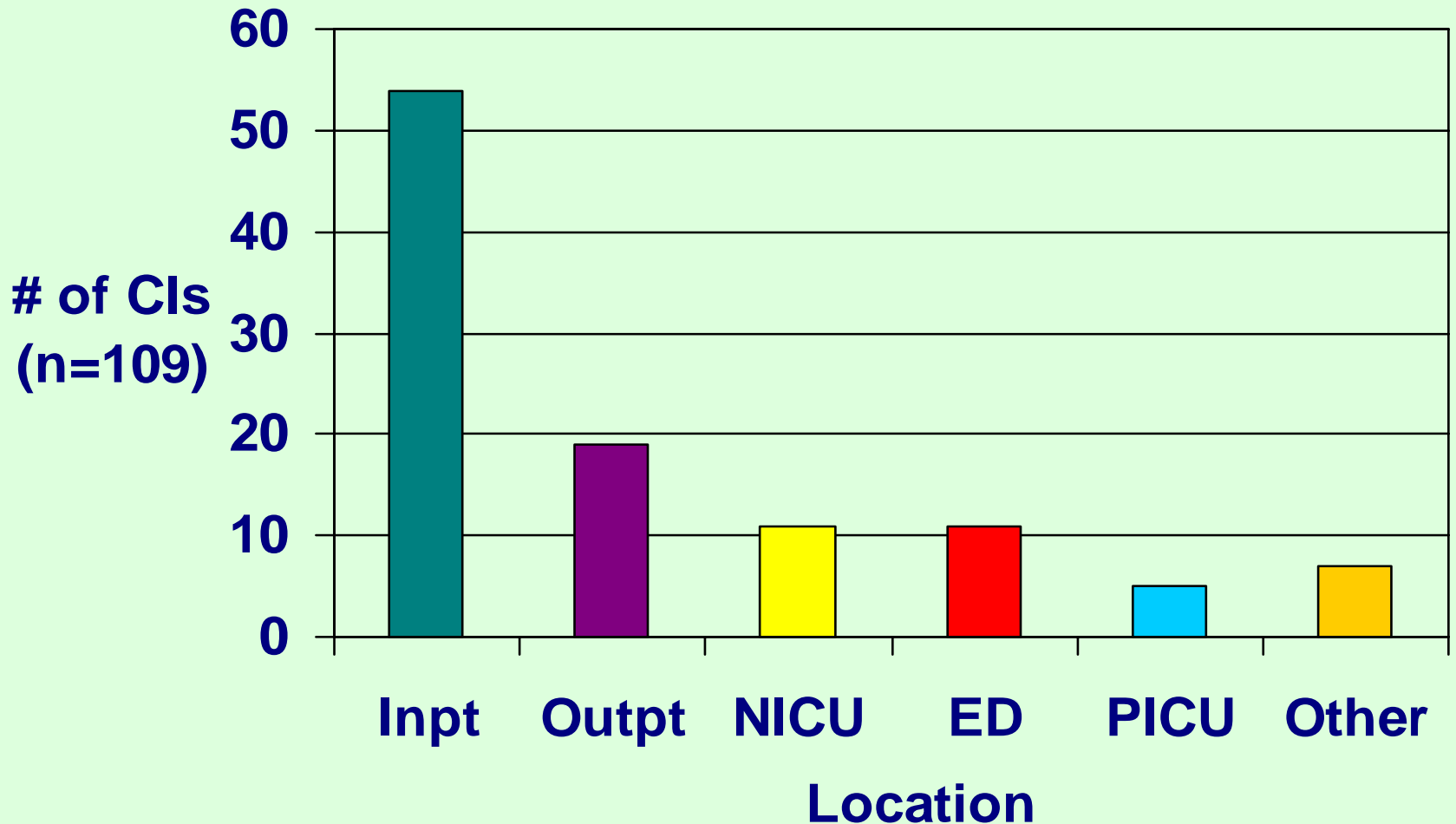


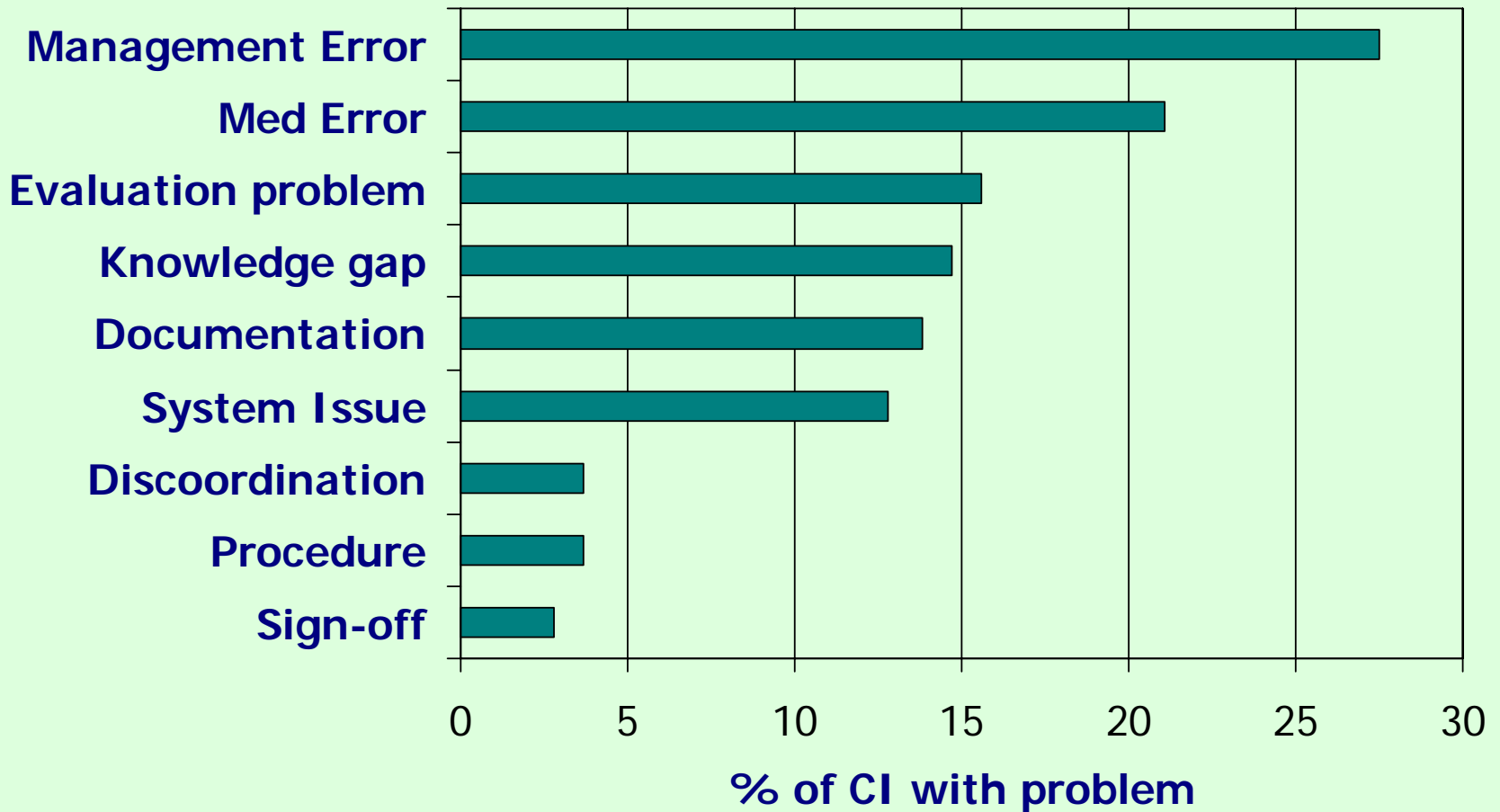
# Location of Critical Incident



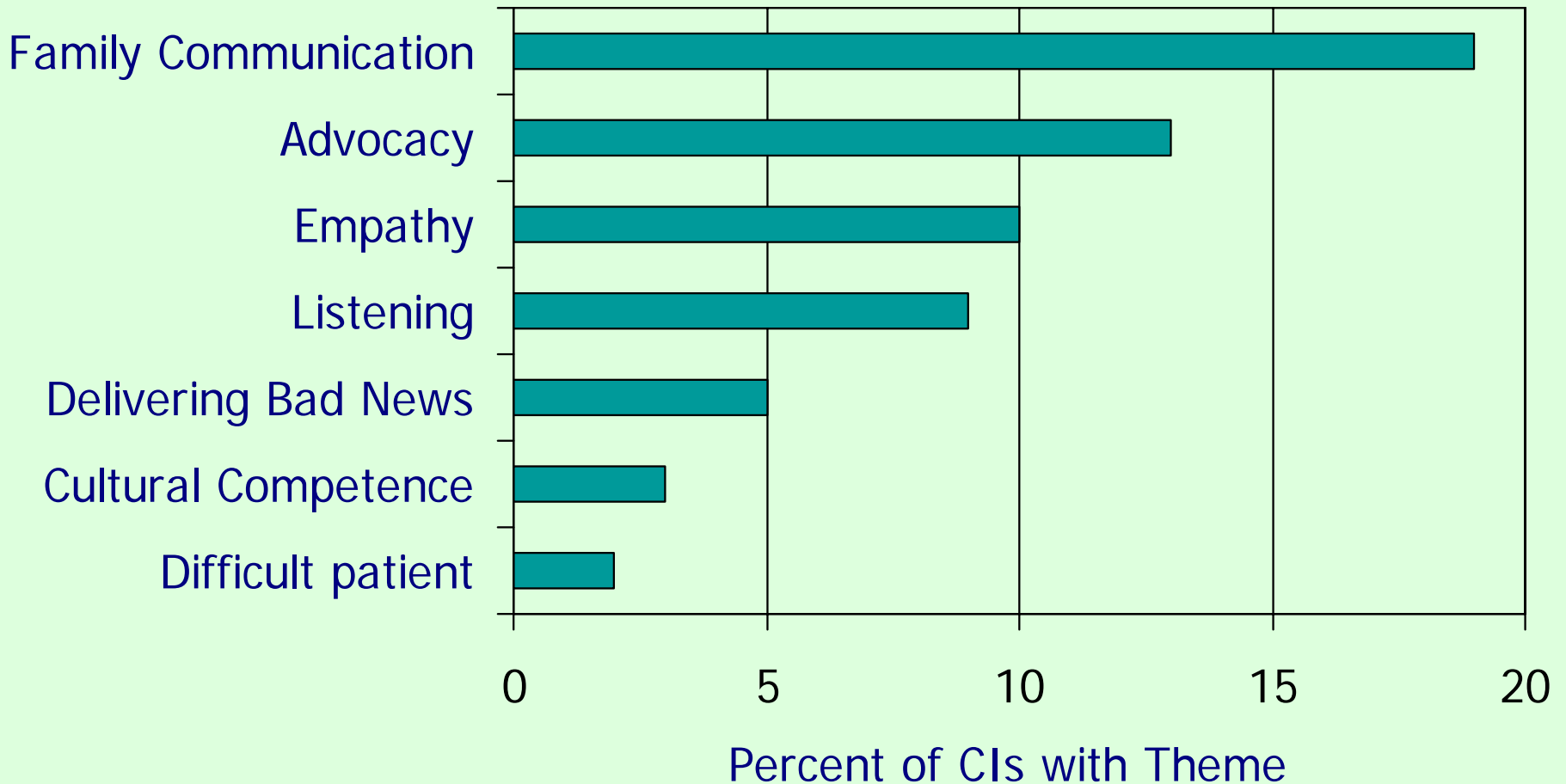
# Initiating Incidents

- Many CIs involved a real or potential poor patient outcome
- Most common
  - Medication error
  - Mismanagement
  - Inaccurate patient assessment
  - Poor communication
  - Systems failure

# Initiating Problems



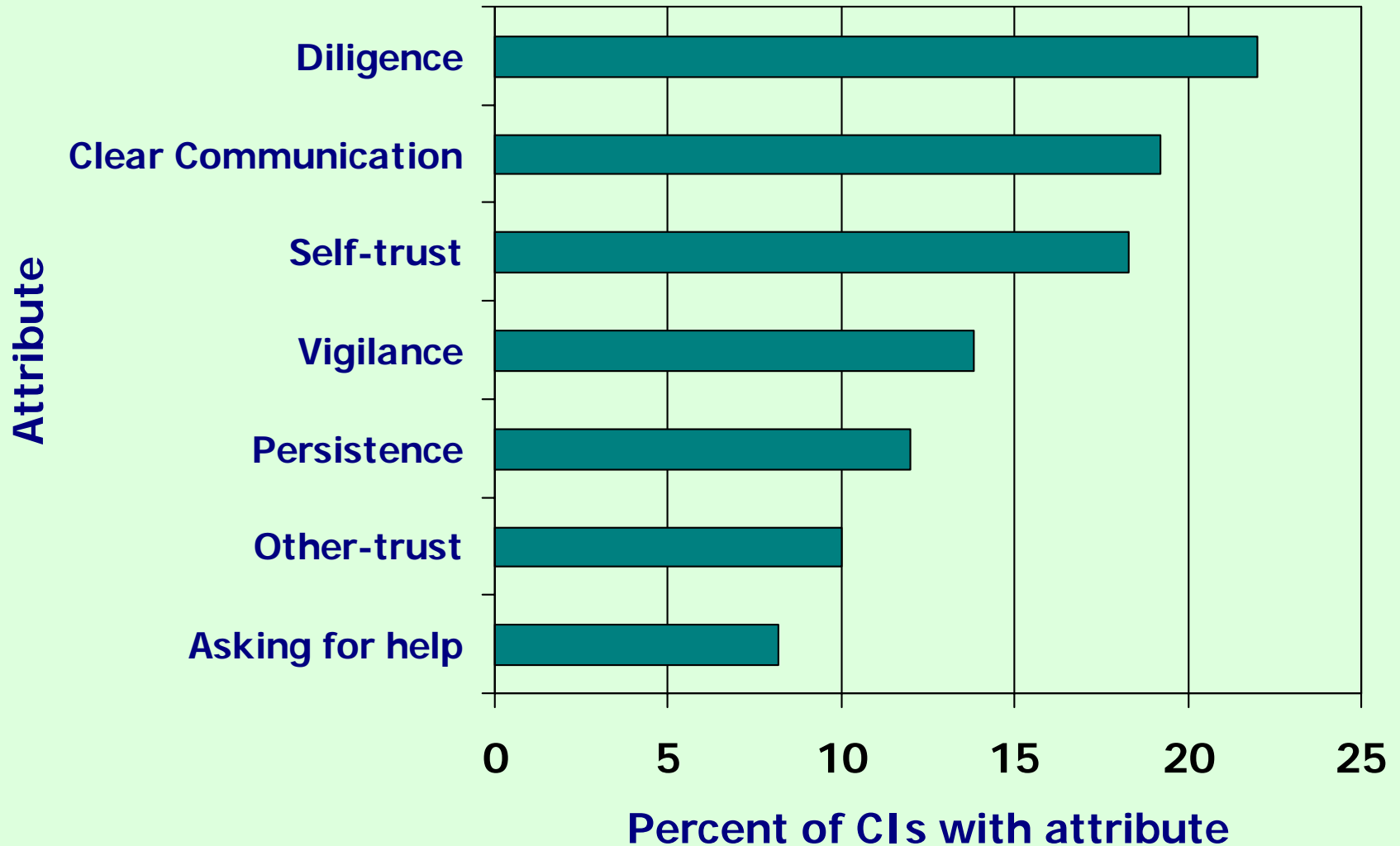
# Critical Incident Themes



# Skills/Attributes Reinforced by CIs

- CIs often reflect a resident's growing appreciation of a specific professional skill or attribute, e.g.:
  - Staying calm
  - Maintaining focus
  - Trusting self
  - Both feeling and controlling grief

# Skills/Attributes Reinforced by CIs



# Summary: Most Common CI problems

Problem	Percent of CIs	Competency Domain(s)
Communication with team, families, or written in chart	59	Com
Patient management or evaluation	44	PC
Medication errors	21	SBP
Knowledge/skill gap	18	MK

# Most Common Personal Themes

Personal Themes	Percent of CIs
Commitment to focus or persistence: vigilance, diligence, avoiding distraction	41
Balancing self-trust vs. trusting others	26
Managing stress or emotion to enhance patient care: grief, frustration, embarrassment, empathy	24