

## **Safe Patient Handling Event Review Investigation Interview**

The incident investigation interview is intended to help identify issues related to safe patient handling and movement (SPHM) with the primary goal to identify and improve the patient handling process. The purpose is to provide an opportunity for discussion between managers and the injured staff member after any reported patient handling event. Learning which comes from the review will be shared with the SPHM team enabling the entire team to learn from the experience of one individual. Listed below are guidelines for using the follow-up tool:

- Focus the review on specific questions.
- Complete the review as soon after the event as possible.
- Use this standardized tool to guide conversation regarding the incident.
- Use what is learned to develop standard procedures and nursing plans of care.
- Submit the completed form to the safe patient handling and movement representative.

Identify what factors contributed to the patient handling incident, and determine what action items are recommended to prevent future incidents. Standard questions to include:

- What was supposed to happen?
- What happened?
- What accounts for the difference?
- How could the same outcome be avoided the next time?
- What is the follow-up plan?

Use the Manager Follow-Up tool to guide the interview, this tool will help the SPHM team arrive at a root cause. The investigation is intended to help improve the program not place fault for the incident.

1. Nelson, A.L., (Ed.). (2006) *Safe Patient Handling and Movement: A practical guide for health care professionals*. New York, NY: Springer Publishing.