

MINISTRY OF HEALTH MALAYSIA
NURSING DIVISION
Root Cause Analysis and Action Report of Phlebitis Incidence

BIL	CONTRIBUTING FACTORS		DESCRIPTION	IMPROVEMENT MEASURES TAKEN
	Please tick (✓) the relevant factors			
1	TEAM FACTOR	Written communication issue		
		Verbal communication issue		
		Unclear roles and responsibility		
		Lack of supervision/ monitoring		
		Ineffective leadership and responsibility		
		Problem in seeking help		
		Staff or colleague response/ support to help		
		Others (specify):		
2	INDIVIDUAL STAFF FACTOR	Lack of knowledge/ experience/ skill		
		Distraction		
		Fatigue/ stress		
		Lapse of concentration		
		Non compliance to protocol/ policy/ SOP		
		Personel Issue		
		Unsafe behaviour - assumring, not asking clarification etc		
		Interpersonal issue		
Others (specify):				
3	PATIENT FACTOR	Miscommunication between patient and staff		
		Language barrier		
		Non-compliance patient		
		Social issue		
		Patient-staff relationship issue		
		Patient-patient relationship issue		
		Complexity of clinical condition		
		Pre-existing comorbids		
		Known risk associated with treatment		
		Others (specify):		
4	TASK & TECHNOLOGY FACTOR	A vailability and use of protocols/ SOP/ guidelines		
		A vailability and accuracy of health information		
		Task design issue		
		Information technology (e.g Malfuction, system design)		
		Decision making aids		
		Medication related issue (e.g wrong prescription, similar packing, sounding names, complicated dossage)		
		Radiotherapy related issue (miscalculation of dose)		
		Others (specify):		

5	MANAGEMENT & ORGANIZATIONAL FACTOR	Leadership and governance issue		
		Organizational structure issue		
		Objectives, policies and standard issue		
		Resouces contrains (human/ financial)		
		Inadequate safety culture/ lack priorities in safety		
		Others (specify):		
6	WORK & ENVIRONMENTAL FACTOR	Buliding and design related issue		
		Physical environment issue (tempreture, lighting, wet floor, hole, storage, housekeeping)		
		Noisy, busy surrounding		
		Malfunction/ failure of equipment/ maintanance of equipment/ functionality, design		
		Cluttered surrounding		
		Unsafe surrounding		
		Inappropriate allocation of staff(i.e not according to workload,specialty)		
		Heavy workload, inadeqoute break		
		Service delivery - delay, missed, inappropriate		
		Others (specify):		
7	EXTERNAL FACTOR	Please specify:		

Prepared by

Checked by