**รายงานการทบทวน**

 **เรื่อง** ........................................................................................................

**หน่วยงาน**....................................

**วันที่**  .................................................... **เวลา**  ..…........ น. **ณ** ..............................

 **ผู้เข้าร่วมประชุม**

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4.....................................…….......................................................................................................................................... 5...................................……..........................................................................................................................................

6….....................................……........................................................................................................................................ **วาระ** **ทบทวนความเสี่ยงระดับ ……………… (Clinic/Non-clinic)**

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| **Hospital Number : .....**.**...........................**  | **AN...................................** |
| **ชื่อเหตุการณ์ :** .................................................... |
| **บรรยายสรุปเหตุการณ์ : วันเกิดเหตุ** …….....................…………… **โปรแกรมความเสี่ยง........HRMS......................** **ความเสี่ยงระดับ** …..…… **ชื่อผู้ป่วย** ............................................ **อายุ**  ........... **ปี** **LOS**.............. **วัน** **สรุปเหตุการณ์** ............................................................................................................................................................................................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... .................................................................................................................................................................................................... ....................................................................................................................................................................................................  |

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| **1.Story and Timeline** | **2.** **มองหาจุดเปลี่ยน** (P**otential Change**) | **3. ฟังเสียงผู้ปฏิบัติ**  |
| สถานที่...................................วัน-เวลา....................................เหตุการณ์.................................................................................................................................................................................................................................................................................................................................................... | ………………………………………………………..……………………………………………………………………………………………....………………………………………………………………………………………………..……………………………………………………………………………………………....………………………………………………………………………………………………..……………………………………………………………………………………………....……………………………………………………………………………………………....……………………………………… | ………………………………………………………..……………………………………………………………………………………………....………………………………………………………………………………………………..……………………………………………………………………………………………....………………………………………………………………………………………………..……………………………………………………………………………………………....……………………………………………………………………………………………....……………………………………… |
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**4. มองหาช่องโหว่ของระบบ** **(Swiss Cheese model)**

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**5.ใช้ความคิดสร้างสรรค์ในการแก้ปัญหา (Creative solution)**

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**ข้อเสนอแนะ**

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ลงชื่อ ................................. ผู้บันทึก / สรุปรายงาน

ตำแหน่ง…….................……………….

ลงชื่อ ……....................................... ผู้รับรองรายงาน

ตำแหน่ง …….......................................

ภาคผนวก

คำอธิบาย

1. **Story Timeline:** ให้บรรยายเหตุการณ์โดยละเอียดที่สุดเท่าที่จะทำได้ และลงเวลาตามจริง
2. **มองหาจุดเปลี่ยน (Potential Change):** อธิบายว่า หากตอนนั้นย้อนเวลากลับไปได้ จะไปแก้ไขอะไรให้ดีขึ้น หรือทำอะไรเพิ่มขึ้นจากเดิม โดยยึดหลัก Patient center และ Evidence base medicine
3. **ฟังเสียงผู้ปฏิบัติ:** สอบถามผู้ปฏิบัติงานที่เกี่ยวข้องทั้งหมดในเวลานั้น ว่าเหตุใด จึงเกิดเหตุกาณ์ดังกล่าวขึ้น โดยไม่มีการกล่าวร้ายกันและกัน เพื่อการพัฒนาอย่างต่อเนื่อง
4. **มองหาช่องโหว่ของระบบ:** มองหาความผิดพลาดเชิงระบบ แทนที่จะโทษว่าเป็นความผิดของบุคคล โดยให้ระบุ ปัญหาเป็นหัวข้อดังนี้
	1. **Organization:** Culture(วัฒนธรรมองค์กร), Resource(ทรัพยากร), Policy(นโยบาย), Process design(การออกแบบระบบ), Supervision Management (การกำกับดูแล)
	2. **Work environment:** Equipment(อุปกรณ์สวมใส่), Material(วัสดุ-อุปกรณ์), staffing(การเลือดคนให้เหมาะกับงาน)
	3. **Education:** Training(ฝึกฝน), information(ความเข้าใจในงาน)
	4. **Team:** Role clarity(การแบ่งหน้าที่ในทีม), Communication(การสื่อสาร),
	Handover(การมอบหมายงาน)
	5. **Individual staff:** Skill(ทักษะ), Expertise(ความเชี่ยวชาญ), Fatigue(ความเหนื่อยล้า), Distraction(มีจุดสนใจอื่น)
5. **ใช้ความคิดสร้างสรรค์ในการแก้ปัญหา**: ระบุการแก้ไขปัญหาในเชิงระบบจากการทบทวน โดยพยายามไปให้ถึงระดับ Organization(จากข้อ4)ให้ได้มากที่สุด ซึ่งจะเป็นการแก้ปัญหาในระยะยาว

**ตัวอย่างการทบทวน**