

**1. Identify the significant event**

Team members need to feel comfortable pointing out a significant event. Create a brief description of the event, context, and outcome, to be discussed in a team meeting.

**2. Collect the relevant information**

Gather all information relevant to the event. This may include patient histories, team member accounts, hospital records, anaesthetic monitoring charts, and client accounts.

**3. Hold a meeting to discuss and analyse the event**

Hold a meeting involving representatives from all teams to discuss and analyse the event and its causes to suggest where changes can be made. It is important to provide an environment where all team members are encouraged to speak freely and honestly.

**4. Decide what changes need to be made**

Confirm what changes should be made, and predict the effect this will have. Changes may be in the form of checklists, guidelines, protocols, or training. A final report about stages 1 - 4 should be written and given to all team members.

**5. Implement the changes**

Develop and agree on an action plan. Circulate this to all team members. Include details on what needs to be done by whom, when and how. Ensure the team is aware of the changes and what role they play. Invite feedback and agree on a timescale to review the changes.

**6. Review the changes**

The team should feedback on the changes, what has worked well and what hasn't. The team should sit down together to review the changes and the feedback. Further audit may be required to monitor the change.