Systems for reporting incidents, issues and near misses

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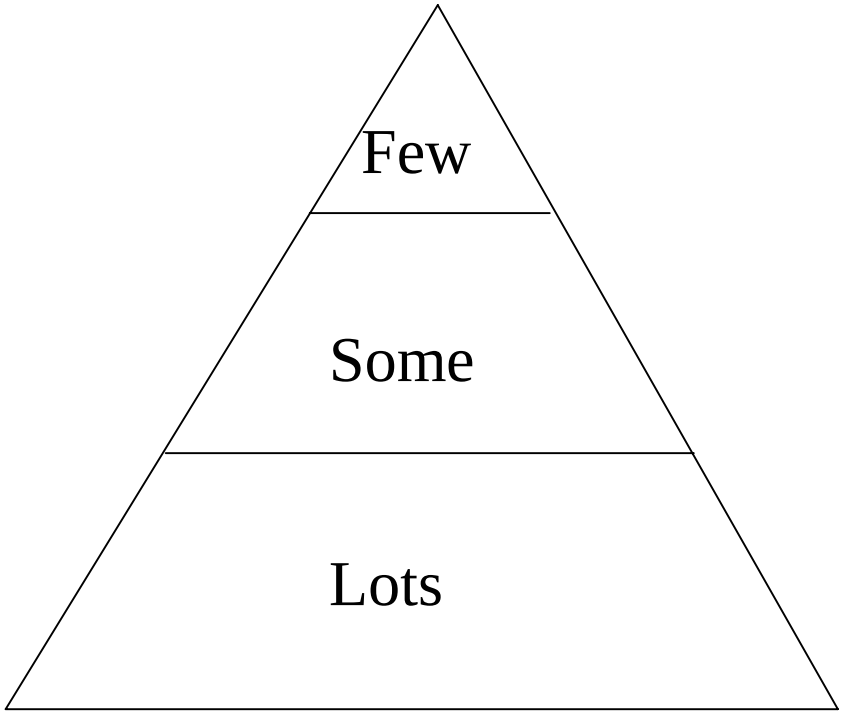
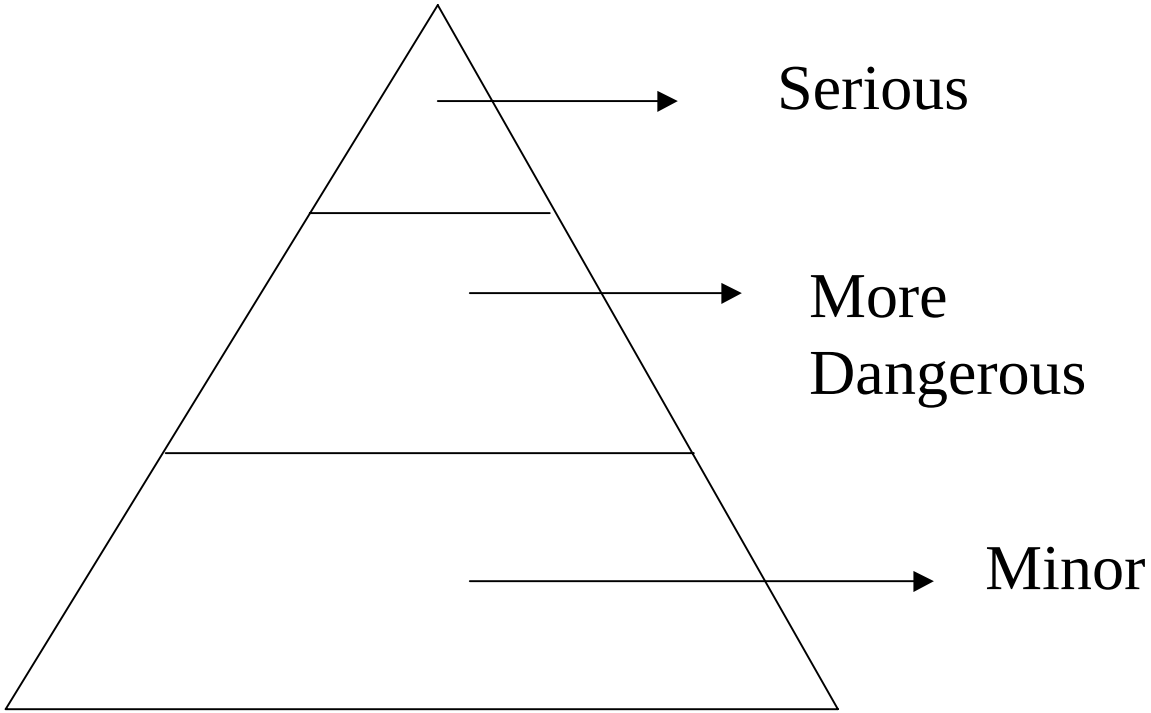
Triangle models



Triangle models



Features of a total system

- Reporting
- Coding
- Analysing
- Feeding back
- Action

Reporting

- Independence
- Security
- No blame
- Confidentiality

Coding

- Reliability

Analysing

- Human factors codes
- Plant/ technical codes
- A model that integrates the above
- A customised human factors model
- A useful output

Feeding back

- Keeping the troops informed
- Keeping the management informed
- Telling the troops what management intends to do

Actions

- Solving specific problems (tokens)
- Identifying underlying problems or root causes
- Addressing error promoting conditions (systems problems)
- Blaming individuals does not address systems problems
- Citing the rule book does not address error promoting conditions

Chaos

- Hysteresis: cause and effect separated in time
- Returning stress level to last successful position does not restore viable state
- Point of transition (catastrophe) is unpredictable
- Chaos theory can model not just physical events; weather, cotton prices, scientific revolutions.

What’s an accident?

- Accidents will happen
- The foreseeable can be avoided
- Litigation results from failure to avoid the foreseeable