

Incident Investigation

Learning Questions

Your response, and how you ask questions about an event, matters!

The questions we ask determine what we learn. What we learn determines the action we take!

1. Are those involved receiving appropriate medical and mental health care?
2. Are our operations safe and stable?
3. Tell me the story of what happened? How did this happen? What do we know at this time?
4. How did employee's assessments and actions make sense to them at the time, given the circumstances that surrounded them? (If you can't answer this question, the investigation is not done).

5. What is the worst thing that could have happened?
6. How did our system allow this to happen?
7. What worked well? What failed?
8. Where else could this problem happen?
9. What else should I know?
10. Who should this be shared with?

Go to newviewofhealthandsafety.com for more assistance.

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