



WHEN HEALTHCARE STAFF PROBLEMS ARISE, IT COULD BE...

1. Clinical Knowledge, Skills & Experience (KSE) of staff
2. Non-Clinical KSE of healthcare staff
3. KSE of managers
4. Negligence of managers or clinical staff in management roles
5. KSE or negligence of other non-clinical staff



1. Truthfulness & Transparency
2. Interaction between staff, including supervision, communication, roles and lines of responsibility
3. Lack of awareness of cultural and language factors
4. Relationship with patients
5. Conscious / unconscious bias, including personal gain, conflicts of interest, motivational reasoning
6. Temperament, Disinhibition, Bullying

C-Competence of Key Staff

B-Behaviour of Key Staff

M-Mental Condition of Key Staff

P-Physical Condition of Key Staff

O-Organizational Factors

1. Fallibility of NHS or local systems & procedures
2. Fallibility of professional/regulatory body/legal systems & procedures
3. Staffing levels and expertise, workloads, resources
4. Integrity of communication systems
5. Culture for factors such as bullying, transparency, compassion, tackling bias, accountability, acceptance of erroneous actions, external scrutiny, treatment of whistleblowers

1. Neurological disorder
2. Developmental disorder
3. Medical Disorder

1. Anxiety
2. Depression
3. Psychosis
4. Addiction
5. Motivation
6. Morale
7. Other mental condition

