# Foundations in Patient Safety

# M&M Playbook

**Step 1: Case Selection**

Please provide a one-liner of your case:

What was the adverse event?

What was the level of harm to the patient?

What potential errors contributed?

**Step 2: Analyze the Case**

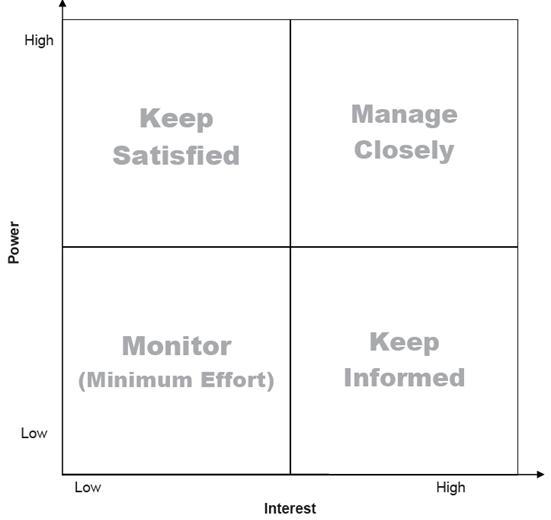
Create a Cause & Effect Analysis (Fishbone Diagram)

Free template available here: <https://templates.office.com/en-us/cause-and-effect-diagram-tm06082737>



**Step 3: Prepare the Conference**

Identify the Stakeholders:



**Step 3: Prepare the Conference**

Identify Learning Objectives

* Medical Objectives  *i.e.* *Guidelines or Best Practices*
* Quality Improvement Objectives *i.e. Quality and Safety Practices*

**Step 4: Identify Action Items**

A close up of a sign

Description automatically generated

Which patient safety concerns are actionable?

Who is your support team?

How can you align these action items with organization priorities at UCH?