Let’s broaden our understanding of harm, together

Complex health system
Sometimes, things go wrong.

Defences
- Patient/client/resident
- Provider
- Technical
- Team
- Procedural
- Organizational
- Funding and resources
- Regulatory and professional practice
- Social and structural determinants of health
- Other

Contributing factors

Categories of safety incidents
- Delayed, missed or incorrect diagnosis
- Under-, over- or incorrect treatment/services
- Demeaning or dehumanizing incidents
- Treatment/service specific and general healthcare incidents
- Incidents arising from transitions of care
- Culturally unsafe care
- Moral distress
- Other

Harm experienced
- Patients, residents and clients
- Care partners
- Clinical and non-clinical staff
- Community members
- Others

Impact

People and communities