CAUSES OF VETERINARY ERROR – TYPOLOGY TREE

ACTIVE FAILURES

Cognitive
- Absent minded mistake (slip or lapse)
- Inexperience
- Over reliance on experience
- Reliance on long term memory
- Reliance on working memory
- Distraction from environmental factors
- Distraction from colleagues or owners
- Tunnel vision
- Diagnosis based on insufficient information
- Mistake (application of an incorrect plan)

Individual
- Stress
- Personal Problems (fatigue, illness)

Lack of technical ability
- Lack of training
- Lack of competence
  - Lack of technical knowledge
  - Lack of practical ability

Inadequate care
- Negligence / arrogance
SYSTEM FAILURES

Communication
- Failure to listen to a junior colleague
- Misleading information from owner
- Failure to confirm a team member had completed a task
- Misunderstanding due to failed communication (written or verbal)
- Lack of communication between team members
- Lack of communication between vet and owner
- Lack of communication between vet and laboratory
- Failure to ask for help from colleagues
- Failure to speak up to a senior member of staff
- Poor handover communication between staff

Leadership
- Lack of governing body regulation
- Lack of planning
- Lack of assertiveness with owner or colleague
- Fear of criticism from colleagues
- Poor teamwork
- Lack of clearly allocated roles and team structure
- Lack of supervision and support
- Lack of team protocols
- Safety protocols ignored

Design of products
- Similar named items
- Proximity on a shelf / storage
- Similar looking items
- Same name, different concentrations (drugs)
- Layout of the room
- Unfamiliar computer systems
- Computer dropdown menus

Productivity
- Lack of staffing
- Time pressure
- Safety not the primary focus
- Unfamiliar layout of equipment
- Practice financial constraints
• Trying to save money for the client
• Lack of suitable equipment
• Lack of 24 hour supervision

Organisational failure

• Lack of safety checks
• Lack of team protocols

Owner factors

• Owner refuses or delays treatment for financial reasons
• Owner non compliance
• Owner gives misleading information
• Owner refuses treatment or delays diagnosis for reasons other than financial

Veterinary specific

• Animal temperament factors
• Environmental factors