

This form supports the System Safety Assessment (SSA) method, described at:

[www.ssatoolkit.com](http://www.ssatoolkit.com)

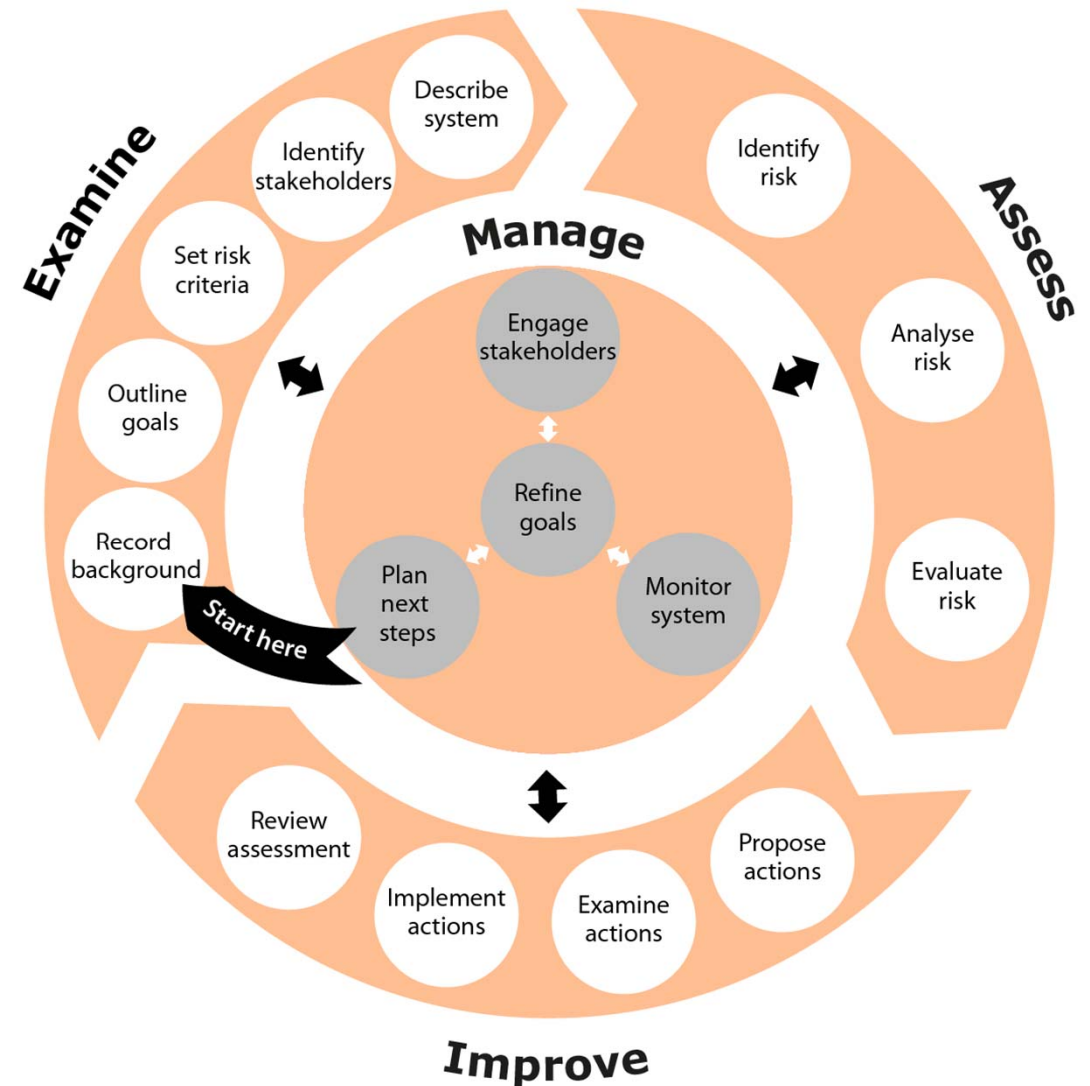
Please refer to this website for information on how to use this form.

SSA is a method to help think about 'what could go wrong' in a healthcare system. Rather than waiting for things to go wrong and suffering the consequences, SSA is a process for proactively thinking about and addressing risks so problems can be prevented up front.

This form supports the activities in an SSA, shown by the circles in the diagram opposite. It includes tables and templates to record each activity in the outer ring. The activities in the middle (in 'Manage') are not included in this form, because they guide the process rather than requiring documentation.

There is usually one page for each activity, although note that the three activities within the Assess phase share a single page. The pages start with 'Record background' and work through the Examine, Assess and Improve phases. However, the SSA process itself is flexible, so it is possible to start elsewhere and to move backwards and forwards between activities.

Some instructions are provided in this form, but please see the website for full instructions and information. Space is provided in the top right corner of each page to write your project name or other identifying information is desired. Please feel free to duplicate pages if you need more space on any page.



# 1. Record background

Project:

Please write the project name, team name and date below.  
Then enter some further details about the project in the boxes below.

Project title	Team name	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>

Details of the team/people conducting the assessment		
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Background
<i>Explain why this work is taking place</i>
<input type="text"/>

## 2. Outline goals

Project:

Outline the goals and scope of the SSA,  
and provide a brief description of the system that will be investigated during the SSA.

Brief description of the system

*Describe what the system does in a couple of sentences*

Scope of the assessment

*Outline what will be included and excluded from the assessment*

Goals of the assessment

*Briefly describe the goals and aims of the assessment*

# 3. Set risk criteria

Project:

Describe the risk criteria that will be used to assess risks during the SSA.

These include definitions of impact and likelihood ratings, and information on the types of action required for different risk scores.

## Documents

List any risk criteria documents and guidelines that need to be referred to, e.g. risk criteria that are set by an NHS Trust. Other documents relevant to the assessment could also be noted here, if desired. Include a description of their location, so they can be easily found when needed during the SSA.

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## Risk bands

Risk scores are often grouped into colour-coded bands, with different types of action being required for the different bands.

Record the details of the bands you will use in the table below. Some examples of common bands are given, if you wish to use them. If you prefer, you can add your own descriptions and colours of bands in the lower half of the table.

Description of risk	Colour	Lowest risk score in this band	Highest risk score in this band	Notes
Negligible		<hr/>	<hr/>	<hr/>
Low - Acceptable		<hr/>	<hr/>	<hr/>
Minor - Reduce if possible		<hr/>	<hr/>	<hr/>
Serious - Treat risk		<hr/>	<hr/>	<hr/>
High - Treat risk		<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

## 4. Identify stakeholders

Project:

List, ideally by name and job title, the main people involved in the system. Highlight the key players to keep in mind. It can also be helpful to consider how you might influence their desire or ability to engage with the project.

### Internal stakeholders (inside organisation)

*List internal stakeholders, e.g. healthcare professionals, support workers, administrative staff, porters, managers, risk specialists*


### External stakeholders (outside organisation)

*List external stakeholders, e.g. local authority staff, funders*


### Patients and their representatives

*List patients and representatives, e.g. patients, family, carers, support groups*


## 5. Describe system

Project:

Give a graphical description of the system. It may be easier to do this with sticky notes or a whiteboard, then attach a photo of this here.  
Please duplicate this page, if more space is needed.

Description of the system (using diagrams)

*Start by drawing a process map, unless you are very familiar with system mapping. Other diagrams can then be added if they are helpful.*

*It can be helpful to start with a general, overall diagram with high-level steps, then produce more specific, detailed ones.*

# 6. Identify/Analyse/Evaluate risks

Project:

Fill in this table with details of the possible risks in the system. See the toolkit website for details on how to complete each column. You may also wish to colour code the risks according to the risk criteria specified on the 'Set risk criteria' page.

ID	What is going on?	What could go wrong?	What problems might it cause?	What are we already doing to prevent it?	How bad is it if it does go wrong?	How likely is it to go wrong?	What is the risk?
	<i>List the main parts of the system</i>	<i>Consider different scenarios, historical data, incident logs, etc.</i>	<i>Write down what negative effects this might have</i>	<i>Leave blank if not doing anything to prevent it</i>	<i>Impact</i>	<i>Likelihood</i>	<i>Impact x likelihood</i>

# 7. Propose actions

Project:

For each risk that requires reduction, note its ID number in the first column (duplicate the sheet if necessary). Record ideas for reducing it on the right. After doing this, review the suggestions and shortlist a few to investigate in more detail. Highlight or circle the shortlisted actions below.

ID	1 Removal of high-risk processes	2 Design controls	3 Administrative measures	4 Monitoring	5 Preparation for foreseeable risks
	<i>E.g.: replacing high-risk processes; transferring risk; and avoiding dangerous processes or materials</i>	<i>E.g.: barriers; isolation; automation; improving usability; and adopting failsafe design</i>	<i>E.g.: procedures; signs; double-checking; partial automation; awareness campaigns; training; and rest periods</i>	<i>E.g.: Observations; alarms; patient vigilance; and reporting incidents or near misses</i>	<i>E.g.: emergency resources and plans; testing equipment before use; training; and protective equipment</i>



# 8. Examine actions

Project:

For each risk that requires reduction, note its ID number below. Match this up with the 'Identify/Analyse/Evaluate risks' page to see details of the risk. List shortlisted actions for addressing that risk, and complete the remaining columns in the table. Highlight at least one action to be implemented for each risk.

ID	What should we do about it?	How bad is it if it still goes wrong?	How likely is it to still go wrong?	What is the new risk?	Does the action have any undesirable side-effects?	What other things should be considered?	What are your reasons for your choice?
	<i>List shortlisted actions from the 'Propose actions' page</i>	<i>Impact</i>	<i>Likelihood</i>	<i>Impact x likelihood</i>	<i>Consider any unintended consequences</i>	<i>List other considerations such as cost and sustainability</i>	<i>Describe why this action has been selected or rejected</i>

# 9. Implement actions

Project:

List the actions that have been agreed upon from the 'Examine actions' page, and include the ID numbers of the risks that they address. Add further details of how they will be implemented and evaluated.

ID	Planned actions	Further details	Person responsible	Timescale	Evaluation measures
	<i>List the actions that have been agreed upon from the 'Examine actions' page</i>	<i>Give further details of each action, and reasons for choosing them</i>	<i>Specify who is responsible for getting this done</i>	<i>Specify when it should be done by</i>	<i>Describe how you will evaluate if it is successful</i>

# 10. Review assessment

Project:

Evaluate the completeness of the SSA and consider whether any further SSA work is required. Specify the details below. In addition, identify the conditions that will trigger a review of the system. This may take the form of another SSA or a review meeting.

Recommendations for further assessment	Person responsible	Timescale	Other considerations
<i>Describe any further assessment that is required</i>	<i>Specify who is responsible for getting this done</i>	<i>Specify when it should be done by</i>	<i>List any other considerations</i>

Triggers for review	Person responsible	Timescale	Evaluation measures
<i>Describe the conditions that should trigger a review of the system</i>			