

## Quality Improvement

### Examples of 3Cs

Concern	Cause	Countermeasure
Limited opportunity for communication across the team which results in potential for information to be missed	WORKLOAD, TIME,UNIT STRUCTURE	INTRODUCE DAILY Team Brief.
A number of patients are susceptible to wandering which can put them at risk of danger	PATIENTS MENTAL HEALTH & COGNITIVE ABILITY  Lack of security	Assess each patient to identify the potential risk. Identify how the environment can be adapted to reduce the risk.
Patients/clients not attending appointments which impacts on their care and treatment and prevents others from attending an available appointment	Potential that patients have not taken a note of their appointment time, patients not knowing where to go.	Review information sent to patients for attendance-consider text messaging as a prompt, consider including a map and directions with the information