

Significant Event Audit Case Example: A post-operative complication

Section A: Case example on the six stages on a significant event audit

A Significant Event Audit (SEA) is a quality improvement technique. It is a retrospective audit, which looks at one case in detail from beginning to end, to either increase the likelihood of repeating outcomes that went well or to decrease the likelihood of repeating outcomes that went badly. SEAs may result in the further development of guidelines, protocols or checklists and may result in the need for additional clinical audits (process, structure or outcome). SEAs are conducted by bringing your team and the relevant case notes together to discuss the event. It is important that the event is discussed without any blame – allowing team members to provide honest and constructive feedback on how they contributed to the care process. A SEA is completed in 6 stages. The following points will take you through the steps that this practice took to put a SEA into practice.

1. Identify the significant event

Create a brief description of the event, context, and outcome to be discussed in the meeting.

A patient's surgical wound broke down post-operatively.

2. Collect all the relevant information

Gather all relevant information, such as case files and staff accounts etc., which contribute to the case.

The case was reported and information was gathered from the patient's clinical notes, and the team involved.

3. The meeting and analysis

In a team discussion regarding the event, analyse the event and its causes to suggest where changes can be made. Indicate changes that could aid in achieving the desired outcome. It is important to ensure this meeting provides an environment where all staff members are encouraged to speak freely and honestly.

A meeting was held with all team members to discuss the events that may have caused the post-operative complication. These factors were discussed and organised into System, Human, Patient, Owner and other factors.

4. Decide what changes need to be made

Confirm which changes should be made, and make a prediction on the effect this will have. It may be that no change is required or there is only a need to disseminate the findings. Where changes are made, they could be in the form of checklists, guidelines or protocols. Following the meeting, a final report detailing the key points raised in stages 1-4 should be written.

The team were informed of different ways to reduce the skin tension in a wound.

5. Implement the changes

Develop an action plan. What needs to be done by whom, when and how? Ensure the whole practice team is aware of the changes and what role they play in implementing them. Monitor the changes once implemented and set a time to review them. The length of time required for monitoring will be dependent on the event.

The training was implemented.

6. Review the changes

The team should sit down together to review the changes and discuss what went well and what didn't. You could also share what you have found with clients and the profession. Further audits may be required to monitor the change.

Further audits will be completed as required.

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Section B: A significant event audit after a post-operative complication

Title:	Significant event audit for a post-operative complication
Date of significant event:	23/05/2019
Date of meeting:	25/06/2019
Meeting lead:	Veterinary team
Team members present	The whole practice team

What happened?

A patient had a tumour removed from its carpal area. The surgical wound broke down and opened.

At the SEA meeting we found out the following:

There was excess tension following the closure, which led to the wound breaking down. Conservative management of the wound allowed healing by second intention.

Why did it happen?

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| Human factors: | · The wound was closed under tension. |
| Patient factors: | · The patient was young and very bouncy, making resting the area very hard. |

What has been learned?

Other methods could have been used to close the surgical wound that would ease on the tension, e.g. tissue expanders etc.

What has been changed?

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| CPD/training required: | · The team were informed on different ways to reduce skin tension in a wound. |
| New or updated protocols/checklists/guidelines: | · Consider surgical plan alongside the temperament of the patient. |
| Further audit required? | · As required. |

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Section C: Post-operative wound check audits

The following documents were created by The Laurels for the monitoring of wounds post-operatively. Attached you will find:

- 1. Post-operative wound audit**



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Clinical Audit Sheet for Wound Monitoring

Date of Operation:	Client & Animal Name & Address:	Operation/Procedure:	Nurse:	Vet:	Date of Post-Op Check	Post-Op Check Score	Date Sutures Removed	Wound Score:	Additional Remarks:
22/3/19		Bitch spay			28/3/19	1	/	1	
12.3.19		Castrate			16/3/19	1	/	1	
		spay			16/3/19	1	23.3.19	1	
25/3/19		spay Bitch			28/3/19	1	/	1	
25/3/19		MPE Sp			28/3/19	1	4/4/19	1	
26/3/19		Rat castrate			26/3/19	1	/	1	
27/3/19		Lumpectomy			3/4/19	1	3/4/19	1	
28/3/19		lump removal + dental.			2/4/19	1	2/4/19	1	
2/4/19		Dog castrate			5/4/19	2	5/4/19	2	Buster collar supplied at wound edges red/itching
2/4/19		Cat spay			6/4/19	1	13/4/19	1	
3/4/19		lump removal			8/4/19	1	/	1	
5/4/19		lumpectomy			8/4/19	1	15/4/19	1	
8/4/19		Spay			11/4/19	1	18/4/19	1	
9/4/19		castrate Rabbit			12.4.19	1	/	/	
10/4/19		Lumpectomy			13/4/19	1	20/4/19	1	
11/4/19		Eye enucleation			16/4/19	1	23/4/19	1	
11/4/19		.			17/4/19	1	23/4/19	1	
14.4.19		Ex fix			18/4/19	1	2		25/4/19 pin tracts clean Score 1
		lump removal			20/4/19	1	26/4/19	/	
		inv. lump			15/4/19	1	/	/	
		dog castrate			20/4/19	1	26/4/19	/	
16/4/19		Wetted sutures. cat spay			20/4/19	1	/	/	
17/4/19		Lumpectomy			26/4/19	1	/	/	
18/4/19		Cat castrate			23/4/19	1	/	/	

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Date of Operation:	Client & Animal Name & Address:	Operation/Procedure:	Nurse:	Vet:	Date of Post-Op Check	Post-Op Check Score	Date Sutures Removed	Wound Score:	Additional Remarks:
2/5/19		Dog castrate			7/5/19	1	/	/	
2/5/19		Bitch spay			7/5/19	2	/	/	wound pink around edges dog licking so medical pet + shirt
10/5/19		Spay dog			16/5/19	1	/	/	
10/5/19		castrate dog			13/5/19	1	/	/	
3.5.19		Dental			17/5/19	1	/	/	
		Bitch spay			17/5/19	1	/	/	
		TPLO			17/5/19	1	24/5/19	1	
14/5/19		Lump removal			18/5/19	3	23/5/19	3	Continual dressing changes post-op Granulating well.
"		Lump removal			25/5/19	1	25/5/19	1	
16/5/19		Bitch spay pyometra			22/5/19	1	29/5/19	1	
20/5/19		Bitch Spay			25/5/19	2	/	/	POC with MS - sl swelling but healing OK
23/5/19		Dog castrate			28/5/19	1	/	/	
23/5/19		Rat ventilate ear abscess			30/5/19	3	/	/	Still infection so GA debride again + Flush
29/5/19		Cystotomy			5/6/19	1	11/6/19	1	
31/5/19		Ectopic Cilia removal			N/A.				
3/6/19		Lump removal			5/6/19	2	N/A.		Amox/Clav given.
10/6/19		TPLO			14/6/19	1	25/6/19	1	
13/6/19		Cat castrate			17/6/19	1	N/A		
20/6/19		Lateral Suture			24/6/19	1			
21/6/19		Gastrostomy + enterostomy			24/6/19	2			
3.5.19		Cat Spay			8.5.19	1	13.5.19	—	
3.5.19		Dog Castrate			X				
21.5.19		Cat Castrate			X				
21.5.19		Cat Castrate.			✓				