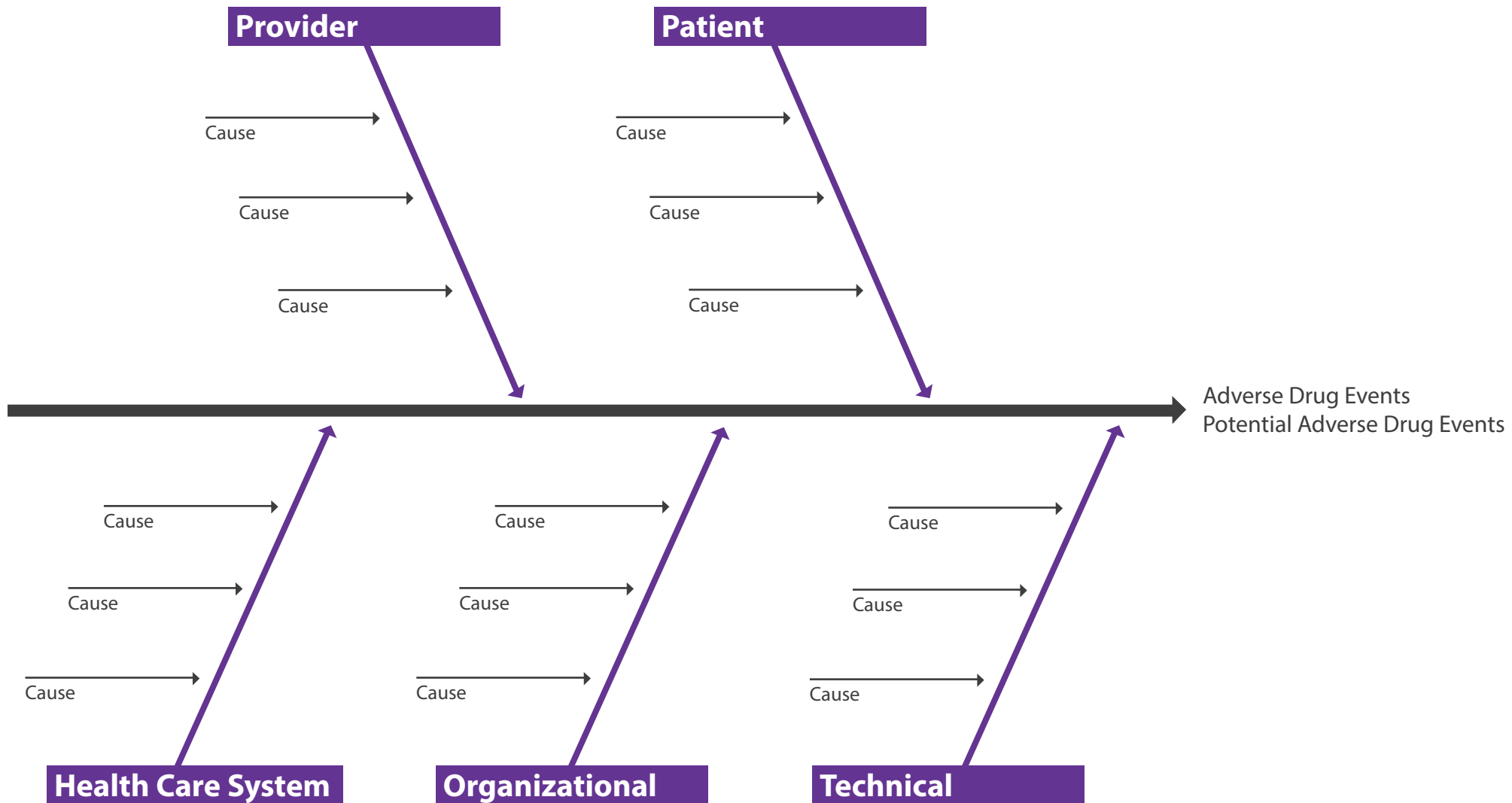


# Fishbone Diagram



## Examples of factors in each category

<b>Provider</b>	Medication reconciliation, discharge planning, follow-up care not arranged, no PCP identified, miscommunication between providers or provider and patient, lack of training, knowledge deficit, inappropriate prescribing, lack of access to accurate health information, inappropriate monitoring
<b>Patient</b>	Need for patient and family engagement, patient education, health coaching, poor health literacy, cognitive decline, polypharmacy, multiple providers, non-adherence, medication misuse, comorbidities, taking high-risk medications (e.g. anticoagulants, antidiabetics, opioids)
<b>Health Care System</b>	Information transfer between providers, fragmented care delivery, limited time for patient interaction, formulary restrictions
<b>Organizational</b>	Punitive environment, focus on individual instead of systems, high workload, lack of procedure to report and investigate ADEs, lack of safe medication use policies
<b>Technical</b>	Difficult to use materials, look-alike sound-alike medications, difficulties using technology

Adapted from: U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. (2014). National Action Plan for Adverse Drug Event Prevention. Washington, DC.

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