

Situation

How did you address the situation?

- a) Who was asking you to do what and why?
- b) What was the patient's need?
- c) What other factors were influencing this situation?
 - i. Features of the patient?
 - ii. Factors in the prescribing environment?
- d) How did you, or might you have involved this patient in the decision?
- e) How might those factors have made this prescription (un)successful?

Were you aware that pressure causes errors?

Myself

How did you assess yourself and the resources available to you?

- a) What were your strengths and limitations?
- b) How well did you feel able to respond to this situation, taking into account:
 - i. The nature of the situation
 - ii. My abilities or resources

Did you have the courage to be uncertain?

Action

How did you decide on action?

- a) What did you do?
 - i. To fill the resource gap
 - ii. To involve this patient in the decision
 - iii. To meet the patient's need

**Did you hesitate to seek information or advice; were you proud of asking?
Did you know what to do? If you didn't, did you hold back and ask for help?**

Check

Did you check your actions were sufficient and correct

- a) Was insulin truly needed?
- b) Had you chosen the insulin that was most appropriate for this situation?
- c) Had you considered dose, frequency, and duration?
- d) Had you used all the requisite and available resources?
- e) Had you appropriately involved the patient?

Did you check, and check again?

If the prescription was easy to decide on, did you check it yourself for silly slips?

If the prescription was hard to decide on, did you ask someone else to check it for mistakes?

- f) If someone advised you what to do, did you listen critically to their advice? Did it seem wrong or sound alarm bells? Did you respond appropriately to those alarm bells?

Did you, as a final check, ask yourself if there was a reason against the prescription you had decided on (a contraindication or interaction, for example)?

... And check again

Did you consider whether or not the patient's response to your action needed to be reviewed? If so, was your action working out as intended?

- a) Did the situation still seem the same or had it changed?
- b) Did you need, or could you now access additional resources?
- c) Did you need to change what you had done, or take additional action?
- d) Did you check that any action you took was sufficient and correct?