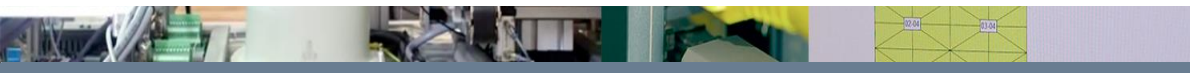




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Automatic Analysis of Critical Incident Reports: Requirements and Use Cases

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Critical incident



Agenda

- ▶ Incident reporting
- ▶ Material: Incident reports
- ▶ Corpus analysis
- ▶ Results
 - ▶ Linguistic and semantic characteristics
 - ▶ Use cases
- ▶ Conclusions



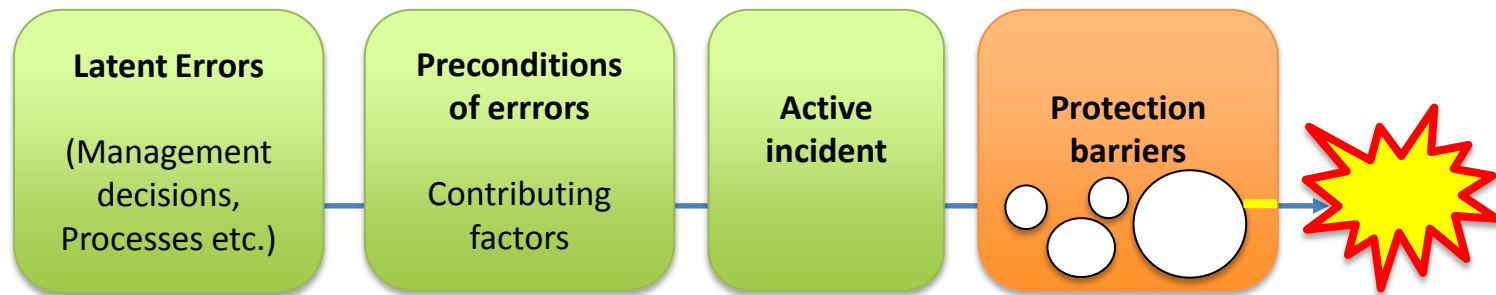
Critical incident reporting system (CIRS)

Basic idea:

Employees report errors or critical incidents



Improvements



Reporting form

Context →
Event →
Result →
Reasons →

Fall eingeben (Bitte keine personenbezogenen Angaben eingeben)	
Zuständiges Fachgebiet:	<input type="text" value="wählen Sie..."/>
Altersgruppe des Patienten: (falls betroffen)	<input type="text" value="wählen Sie..."/>
Geschlecht des Patienten: (falls betroffen)	<input type="radio"/> männlich <input type="radio"/> weiblich <input type="radio"/> unbekannt
Wo ist das Ereignis passiert?	<input type="text" value="wählen Sie..."/>
Welche Versorgungsart:	<input type="radio"/> Routinebetrieb <input type="radio"/> Notfall
In welchem Kontext fand das Ereignis statt? (Ereignisart)	<input type="text" value="wählen Sie..."/>
Was ist passiert?	
Was war das Ergebnis?	
Wo sehen Sie Gründe für dieses Ereignis und wie hätte es vermieden werden können?	
Kam der Patient zu Schaden? (falls bereits bekannt)	<input type="text" value="wählen Sie..."/>
Welche Faktoren trugen zu dem Ereignis bei? (Mehrfachnennungen möglich)	<div><input type="checkbox"/> Kommunikation (im Team, mit Patienten, mit anderen Ärzten etc.) <input type="checkbox"/> Ausbildung und Training <input type="checkbox"/> Persönliche Faktoren des Mitarbeiters (Müdigkeit, Gesundheit, Motivation etc.) <input type="checkbox"/> Teamfaktoren (Zusammenarbeit, Vertrauen, Kultur, Führung etc.) <input type="checkbox"/> Organisation (zu wenig Personal, Standards, Arbeitsbelastung, Abläufe etc.) <input type="checkbox"/> Patientenfaktoren (Sprache, Einschränkungen, med. Zustand etc.) <input type="checkbox"/> Technische Geräte (Funktionsfähigkeit, Bedienbarkeit etc.) <input type="checkbox"/> Kontext der Institution (Organisation des Gesundheitswesens etc.) <input type="checkbox"/> Medikation (Medikamente beteiligt?) <input type="checkbox"/> sonstiges:</div>

<http://cirsmedical.de/>

Objective

- ▶ Incident reports bear relevant knowledge
- ▶ How to learn from it? How to analyse the textual information?
 - ➔ Identifying use cases for natural language processing
 - ➔ Study linguistic and semantic characteristics of these reports in comparison to clinical documents



Material and methods

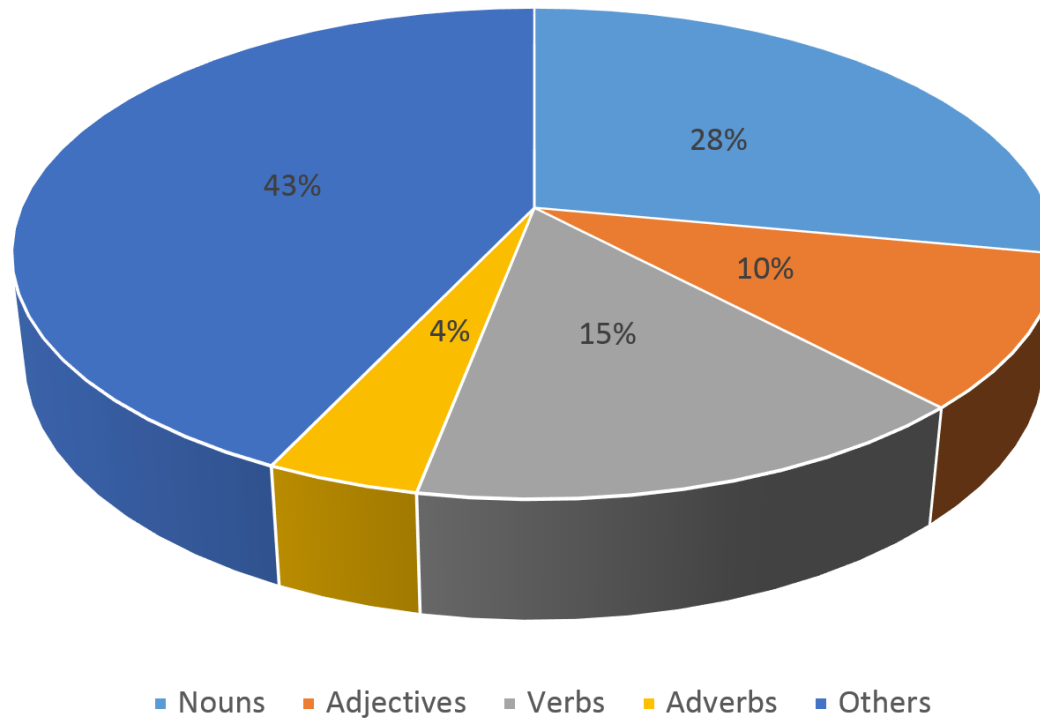
Material

- ▶ 581 randomly selected reports from Inselspital Bern
- ▶ 100 randomly selected reports from cirsmedical.de

Methods

- ▶ Manual data assessment with guiding questions (linguistic, semantic)
- ▶ Linguistic analysis with openNLP (parts of speech)
- ▶ Interview with quality manager and physician

Part of speeches



Linguistic characteristics

Category	Example
Sentence structure	Sentences or incomplete phrases / keywords
Word usage	<i>Personal pronouns (process descriptions), verbs, product names (drugs), names of technical devices, software, specific locations (Aufwachraum, OP), adjectives for characterizing the situation</i> Compound words, number expressions
Spelling	Misspellings; abbreviations, acronyms
Language	Host language and medical terms,

Semantic characteristics

- ▶ Rarely: diagnoses
- ▶ Clinical interventions
 - ▶ (e.g. *Intubationsnarkose* (intubation anesthesia), *nachbeatmet* (ventilated), *Ambulanz-OP* (ambulant surgery))
- ▶ Pharmaceutical agents
 - ▶ *Heparin*
- ▶ Involved persons
 - ▶ *Doctor, MPA, nurse*
- ▶ Technical or non-technical material including software systems
- ▶ Facts versus experiences

Semantic characteristics: Event categories

Category	Example
Technical events or events related to equipment	Oxygenator is burning
Administrative events	mistaken identity, ambiguous abbreviation as diagnosis, language barrier, mixing of laboratory probes
Hygiene-related events	Report on a case of Methicillin-resistant Staphylococcus aureus (MRSA) / hospital infection
Workflow-related events	application of wrong drug or dosis, allergy information was not transmitted to all involved persons
Events related to transport and positioning of patient	Patient is falling from operating table

Scenario: Search and retrieval of critical incident reports

- ▶ Standard search interface, semantics
- ▶ Faceted search

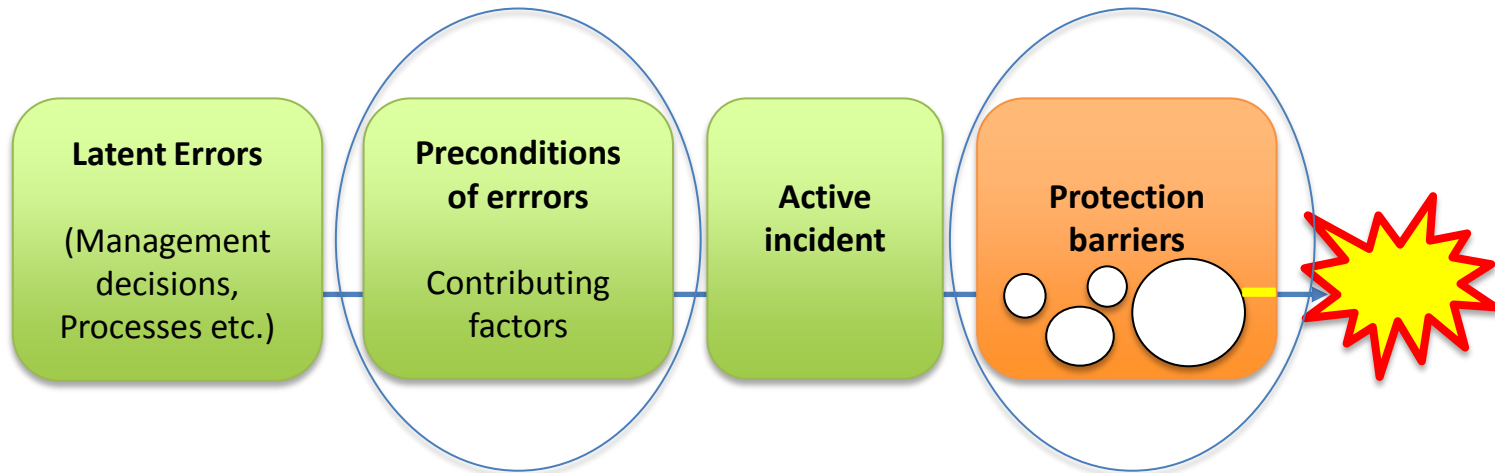


Zwei Studenten ziehen den apikalen Thoraxdrain. Sie informieren mich, dass sie bei Pat. den Drain herausgezogen haben, und dass ich den zweiten Drain nun verbinden könne. Ich komme ins Zimmer, Pat. liegt unter der Decke, der Verband ist offen, keine Longuette.



Scenario: Incident analytics

- ▶ Cause -effect relations
 - ▶ What led to an incident?
 - ▶ What helped in preventing serious problems?



Conclusions

- ▶ Support in retrieval and analysis is desired
- ▶ Linguistic and semantics differ from clinical documents
- ▶ Need for methods for
 - ▶ identifying persons and locations,
 - ▶ separating factual from experiential or hypothetical information,
 - ▶ categorizing incident reports semantically and of events according to severity,
 - ▶ detecting events and their relations,
 - ▶ analysing time and number expressions.

Herzlichen Dank für Ihre Aufmerksamkeit



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