

Critical Incident Report



COLLEGE OF
PHYSIOTHERAPISTS
of ONTARIO

This exercise involves describing a single critical incident and identifying learning or a learning need through analysis of the incident.

A critical incident is a thought provoking incident. This may be a situation where an error was averted or when something went particularly well. It may involve a patient interaction, a team discussion, a news report on health care, or any other thought-provoking occurrence.

This description could include your observations, impressions and reactions to what happened. How does this experience change what you thought or did and how you might respond to a similar situation in the future? By describing and working through the incident you can identify how this event led to learning. The worksheet provided takes you through the steps of describing and thinking about the incident.

"Questions focus our thinking. Ask empowering questions like, What's good about this? What's not perfect about it yet? What am I going to do next time? How can I do this and have fun doing it?"

- Charles Connolly, American Psychologist

Describe the event, issue or situation. What happened?

Describe your actions related to the event, issue or situation. What did you do?

Why did you do this?

What worked?

What did not work?

What if anything would you do differently next time?

Reflections