

Attachment 1

Patient Care Improvement (PCI) Matrix

Table -1*

Probability		PCI Opportunity Level			
		Immediate (4)	Major (3)	Moderate (2)	Minor (1)
Frequent	A	4A	3A	2A	1A
Occasional	B	4B	3B	2B	1B
Uncommon	C	4C	3C	2C	1C
Remote	D	4D	3D	2D	1D

PCI Legend

Take Immediate Action	Review and Take Appropriate Action	May be Acceptable with Review
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Steps for Matrix Utilization: Identify the PCI Opportunity Level (4-1) and the Probability Level (A-D) based on the definitions below. Use the PCI matrix to determine the PCI score.

Table-1a*

Probability			PCI Opportunity Level		
Frequent	A	Likely to occur immediately or within a short period of time (may happen monthly).	Immediate	4	Highest Opportunity for PCI. Failure to address could cause death or injury.
Occasional	B	Probably will occur in time (may happen several times in 1 year).	Major	3	Failure can cause significant injury, impact on system or performance.
Uncommon	C	Possible to occur in time (may happen sometime in 2-5 years).	Moderate	2	Failure can be overcome with modifications to the process or product, but there is minor performance loss.
Remote	D	Unlikely to occur (may happen sometime in 5-30 years).	Minor	1	Failure would not be noticeable to the customer and would not affect delivery of the service or product.

*Table 1 and 1a are adapted from the United States Department of Veterans Affairs, National Center for Patient Safety, Safety Assessment Code (SAC) Matrix located at <http://www.patientsafety.gov/matrix.html>.