

Investigating Clinical Incidents in the NHS.

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<https://psnet.ahrq.gov/issue/investigating-clinical-incidents-nhs>

Applying evidence generated from [complaints](#) submitted to health care services has been promoted as a way to inform improvement. As a follow up to a [previous inquiry](#), this report explores the process of clinical incident investigations at the National Health Service. The authors draw from accident analysis practices in the [aviation industry](#) to provide guidance on developing an independent program to investigate health care incidents in the United Kingdom.