

Behavior Differentiation Tool Template

1. Behavior Categories

Behavior Type	Definition	Examples	Appropriate Action
Human Error	Unintentional actions that are slips, lapses, or mistakes due to system failures or human limitations.	<ul style="list-style-type: none"> - Administering the wrong dose of medication due to misreading the label. - Forgetting to sign a patient's chart. 	<ul style="list-style-type: none"> - Console the individual. - Focus on system changes to prevent recurrence (e.g., improving labels, training).
At-Risk Behavior	A behavior where the risk is not fully recognized, or the individual mistakenly believes the risk is justified.	<ul style="list-style-type: none"> - Skipping a double-check on a medication dosage to save time. - Failing to complete safety protocols due to pressure. 	<ul style="list-style-type: none"> - Coach the individual. - Reinforce the importance of safety protocols and the consequences of risky behavior.
Reckless Behavior	Conscious disregard for substantial and unjustified risk, knowing the potential consequences of the action.	<ul style="list-style-type: none"> - Deliberately ignoring safety guidelines, such as bypassing a required safety check. - Repeatedly failing to follow patient confidentiality protocols. 	<ul style="list-style-type: none"> - Counsel or discipline the individual. - Take stronger corrective actions as necessary, such as formal warnings or dismissal.

2. Decision Tree for Behavior Assessment

1. Did the individual intend to cause harm?

- **Yes:** This is reckless behavior. Proceed with disciplinary action.
- **No:** Move to question 2.

2. Was the action an unintentional mistake?

- **Yes:** This is human error. Focus on consoling the individual and addressing system-level issues.
- **No:** Move to question 3.

3. **Did the individual believe their actions were safe, but in reality, they created a risk?**

- **Yes:** This is at-risk behavior. Provide coaching to help the individual understand the risks involved.
 - **No:** If the individual knew the risks and proceeded, this may be reckless behavior. Consider appropriate corrective actions.
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3. Steps to Take

1. **Identify the Type of Behavior:** Use the table and decision tree to classify the behavior.
2. **Take Appropriate Action:**
 - For **human error**, console and focus on system improvements.
 - For **at-risk behavior**, provide coaching and education.
 - For **reckless behavior**, counsel or discipline as necessary.
3. **Document the Incident:** Ensure the event and action taken are documented for future learning and accountability.

Follow-up: Check in with the individual and team to ensure the learning process is complete and no further actions are required.