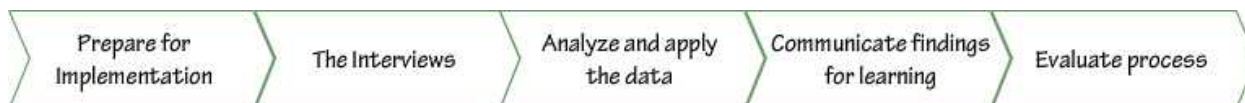


First Story/Second Story A Strategy for Learning from Error



Summary

- First Story/Second Story (FS/SS) provides a way to examine errors by collecting and analyzing the human stories that surround them.
- FS/SS can help identify patterns, trends and contributing factors to errors at the unit level.
- The First Story consists of a statement of cause and effect.
- The Second Story provides the details of the situation and the perceptions of those involved.
- The FS/SS process has multiple benefits, as well as challenges.
- The FS/SS process covers implementation, the interview(s), analyzing and applying data, using data to enhance learning, and evaluating the effectiveness of the FS/SS process.

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