

New terminology in Incident Management

These terms are used in the Incident Management Policy and the NSW Health incident management system, ims+.

OLD TERMS	NEW TERMS
IIMS	ims+
Former NSW Health incident management system that was commenced in 2005.	The current NSW Health incident management system. ims+ replaces IIMS.
Severity assessment code (SAC)	Harm Score
Incident rating based on consequence and likelihood of recurrence. The SAC rating was used in IIMS and calculated using the SAC Matrix.	Incident rating based on outcome and the additional care or resources needed. The Harm Score replaces the SAC rating and is automatically calculated within ims+.
Classification in IIMS	Classification in ims+
Clinical	Patient
Property, security, hazard	No person
Staff, visitor, contractor	Worker or Relative / Visitor
Complaint	Consumer feedback
Investigation	Review
The process for understanding what happened, why it happened and how we can prevent it happening again.	The same process, however the term 'review' replaces 'investigate'.
Root cause analysis (RCA)	Serious adverse event review (SAER)
The incident review methodology for reportable incidents (clinical SAC1) and clinical incidents due to potential serious systemic problems.	The main term for incident review of reportable incidents (clinical Harm Score 1) and clinical incidents due to potential serious systemic problems.

New terminology in Incident Management

	<p>Approved SAER methodologies are:</p> <ul style="list-style-type: none"> • Root cause analysis (RCA) • Systems analysis of clinical incidents- London Protocol • NSW Health Concise incident analysis – Canadian framework • NSW Health Comprehensive incident analysis – Canadian framework
	Preliminary risk assessment (PRA)
No equivalent	<p>A PRA is undertaken within 48 to 72 hours of a Harm Score 1 incident by PRA assessors appointed by the Chief Executive (CE).</p> <p>The PRA assists in understanding the events and identifying immediate risks for action. The PRA advice to the CE guides the next steps.</p>
	Dedicated family contact (DFC)
No equivalent	<p>A staff member who is the primary contact for the family for a SAER or corporate Harm Score 1 review of the death of a worker. The DFC is appointed during the PRA and liaises between the family, open disclosure team, review team and other services as required.</p>