

Revised Incident Management Policy commencement date

A revised NSW Health Incident Management Policy will commence on 14 December 2020. It will bring changes to the management of corporate Harm Score 1 incidents.

Corporate Harm Score 1 incidents

The most serious corporate incidents being:

- Death of a worker or visitor, or
- Complete loss of service.

Requirements

1. A reportable incident brief
2. A safety check
3. A corporate Harm Score 1 review.

Reportable incident brief (RIB)

The RIB is completed by a nominated staff member. Part A is due to the Ministry of Health within 24 hours of incident notification. Part B is informed by the safety check. It is due to the Ministry of Health within 72 hours of incident notification.

Safety check

A safety check is undertaken by a team appointed by the Chief Executive to guide and record immediate steps of post incident management and address the needs of workers, patients or visitors. A report is due to the Chief Executive within 72 hours of incident notification.

Dedicated family contact

A staff member is assigned as the main point of contact for families for corporate Harm

Score 1 incidents involving staff death. The dedicated family contact, or DFC, is chosen at the time of the safety check.

Corporate Harm Score 1 review

A corporate Harm Score 1 review is undertaken by a team appointed by the Chief Executive. The review team gathers information, undertakes interviews and visits the incident location as appropriate.

The team completes a report with a summary of the findings, underlying factors as to why the incident occurred and any recommendations to prevent or minimise risk of recurrence. The Chief Executive endorses the report recommendations. The report is due to the Ministry of Health within 60 days of incident notification.

Where can I find more information?

Email: CEC-SIIM@health.nsw.gov.au

Visit the CEC website:

<https://www.cec.health.nsw.gov.au/Review-incidents/Upcoming-changes-to-incident-management>

Principles

Immediacy: We act immediately when people are harmed or at risk of harm.

Accountability: We are open when things go wrong. We review to learn. We make changes to improve. We share what we find and learn.

Kindness: We are caring. We are fair and just. We support all who are affected.