

Staff factsheet

Changes to serious incident management

We are improving our response to serious incidents in NSW

Changes to the Health Act¹ and a revised Incident Management Policy are designed to further strengthen the safety of patients and staff in NSW.

Guiding principles

The changes reinforce our commitment to immediacy, accountability and kindness in response to incidents in healthcare.

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.

What is different?

Clinical Harm Score 1 incidents

1. A **preliminary risk assessment (PRA)** is undertaken within 48 to 72 hours of incident notification to identify immediate risks for action and to guide the next steps.

At this time, a staff member is assigned as a dedicated family contact (DFC). The DFC is the primary point of contact for the family and maintains regular communication.

2. A **serious adverse event review (SAER)** is undertaken with separate findings and recommendations stages. The findings report and

recommendations report can be shared with the family following Chief Executive (CE) approval.

3. The CE can appoint additional SAER team members to help prepare the recommendations report.

4. Approved SAER methodologies can be used in addition to root cause analysis (RCA).

The changes also apply to clinical Harm Score 2, 3 and 4 incidents that the CE determines may be due to serious systemic problems. Privilege applies to PRA for clinical incidents and SAER.

Corporate Harm Score 1 incidents

1. A **PRA** is undertaken within 48 to 72 hours of incident notification.

2. A **corporate Harm Score 1 review** is undertaken. Findings and recommendations can be separate. There can be one report or separate findings and recommendations reports.

3. The CE can appoint additional review team members to help develop recommendations.

Privilege does not apply to corporate incidents.

For more information contact your Clinical Governance team or look out for updates on the Clinical Excellence Commission website <http://www.cec.health.nsw.gov.au/>

¹ [Health Legislation Amendment Act 2018 No 2](#)