

Information for Nurse Unit Managers and Midwife Unit Managers Incident Management Requirements

The role of NUMs and MUMs in incident management

Nurse Unit Managers (NUMs) and Midwife Unit Managers (MUMs) play a pivotal role in incident management in NSW. This information sheet outlines requirements for you and your staff.

NUMs and MUMs

- Undertake the incident management process
- Monitor and manage incidents in ims⁺
- Support and/or undertake open disclosure
- Contribute to, or complete reportable incident briefs
- Promote a just culture.

Your staff

- Identify incidents
- Notify incidents
- Undertake training in incident notification.

What's new in incident management in 2020?

- A new NSW Health ims⁺ incident management system
- A revised Incident Management Policy to commence on 14 December 2020.

From Monday 14 December 2020 there are:

New incident management process steps

1. Identify incident
2. Ensure safety of people and the environment
3. Notify incident in ims⁺
4. Escalate incident
5. Review incident
6. Implement and monitor actions
7. Feedback to staff and patients, carers and families.

New Harm Score 1 incident requirements

Clinical Harm Score 1 incidents are an Unexpected death or Australian Sentinel Event. They require a reportable incident brief, preliminary risk assessment and serious adverse event review.

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Corporate Harm Score 1 incidents are unexpected death of a worker or visitor or complete loss of service. They require a reportable incident brief, safety check and corporate Harm Score 1 review.

What do Harm Score 1 requirements mean for NUMs and MUMs?

Reportable Incident Briefs (RIBs)

If you are contributing to, or completing a RIB, there is a two-part template with:

- Part A due to the Ministry of Health within 24 hours of incident notification.
- Part B due to the Ministry of Health within 72 hours of incident notification.

Clinical Harm Score 1 requirements

Preliminary risk assessment (PRA)

A PRA is undertaken by a Chief Executive appointed team within 72 hours of an incident. You will need to provide access for PRA assessors to people, records and the incident location.

Serious adverse event review (SAER)

A SAER is completed by a Chief Executive appointed review team (what used to be known as an RCA team) within 60 days of an incident. You will need to provide access for SAER members to people, records and the incident location.

Corporate Harm Score 1 requirements

Safety check

A safety check is undertaken by a Chief Executive appointed team within 72 hours of an incident. You will need to provide access for the safety check team to people, records and the incident location.

Corporate Harm Score 1 review

A corporate Harm Score 1 review is completed by a Chief Executive appointed review team (what used to be known as a corporate RCA team) within 60 days of an incident. You will need to provide access for the review team to people, records and the incident location.

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What are the key ims⁺ responsibilities for NUMs and MUMs?

- Change incident status from 'New' to 'Investigate' in ims⁺
 - Within 24 hours – Harm Score 1 incidents
 - Within 5 calendar days – Harm Score 2, 3 and 4 incidents
- Confirm the Harm Score in ims⁺ as soon as possible
- Complete the mandatory and relevant fields for each incident in ims⁺
- Complete service/unit level reviews for Harm Score 3 and 4 incidents within 45 calendar days of incident notification
- Change incident status from 'Under investigation' to 'Investigation complete' in ims⁺:
 - Within 60 calendar days of notification – Harm Score 1 incidents
 - Within 45 calendar days of notification – Harm Score 2, 3 and 4 incidents.

Where can I find more information?

Speak with your Governance team.

Visit the CEC website www.cec.health.nsw.gov.au/Review-incidents/Upcoming-changes-to-incident-management

Send questions to CEC-SIIM@health.nsw.gov.au

Visit the ims⁺ website imsplus.health.nsw.gov.au/

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.