



QUEENSLAND HEALTH INCIDENT MANAGEMENT POLICY

Policy for all Queensland Health Employees

Effective: [30/05/2006]

- **Review:** This document will be reviewed annually.

Last Reviewed: [23/05/2006]

Supersedes: Incident Management Policy June 2004

Objective: To minimise harm to patients, staff, visitors and property

POLICY

Policy Statement:

All incidents must be identified, managed and reported in accordance with the relevant legislation, standards and policies (see below).

Definition:

An “**incident**” is any event or circumstance which has actually or could potentially, lead to unintended and/or unnecessary mental or physical harm to a person. An incident also includes loss or damage to the physical or intellectual property of Queensland Health.

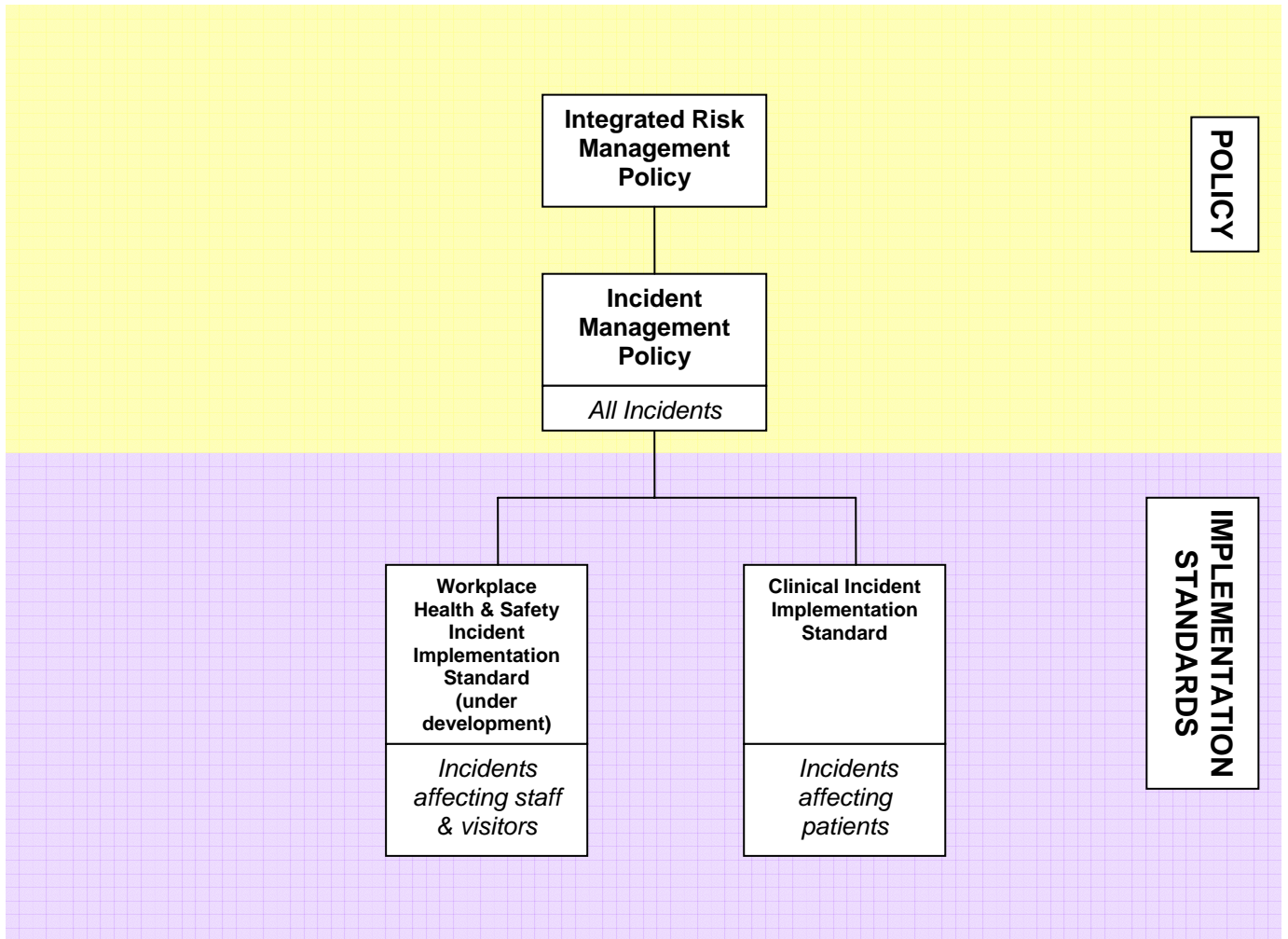
Incidents include **adverse events** (harm caused) and **near hits** (no harm caused).

PRINCIPLES FOR INCIDENT MANAGEMENT

The following principles underpin the management of all incidents within Queensland Health:

1. **Fairness** – Staff, patients and visitors involved in incidents will be entitled to be treated fairly by Queensland Health.
2. **Accountability** – Queensland Health and its staff have a duty to take reasonable care to avoid causing harm to patients, visitors, employees, contractors, volunteers, and themselves. Accountability for incident management will be clearly articulated.
3. **Transparency** – Full and open communication should occur as part of incident management. Staff and patients reporting incidents should receive feedback on the results of any investigation/analysis and any authorised preventive actions.
4. **Improvement focus** – Analysis of incidents should focus on addressing three questions: ‘what happened?’, ‘why did it happen?’ and ‘how could it be prevented?’ Implementation and evaluation of corrective actions is an essential component of incident management.
5. **Focus on systems, not individuals** - Analysis and investigations should focus on identifying and correcting underlying system problems rather than focussing on an individual (It is acknowledged that allegations of official misconduct or criminal behaviour will require an individual focus and will be addressed through separate disciplinary systems).
6. **Obligation to act** – the obligation to take action to remedy problems is clearly accepted and the allocation of this responsibility is unambiguous and explicit.
7. **Prioritisation of action** - resources are directed to those areas where the greatest improvements are possible.

QUEENSLAND HEALTH INTEGRATED FRAMEWORK FOR INCIDENT MANAGEMENT



DEFINITIONS

Policy

Statement of the organisation's overall position in relation to strategic objectives, business imperatives, legislative requirements, government standards, governing principles and beliefs.

Implementation Standard

Specific requirement that must be met in order to support the intent of the organisation's policy.

Harm

Death, disease, injury and/ or disability experienced by a person.

Destruction, damage or threat to the organisation, loss of or damage to property, or pollution of the environment.

Managed

The actions necessary to bring the incident to a satisfactory conclusion and ensure that action is taken to minimise the risk of future occurrence. This may include notification, immediate actions, risk assessment, analysis, implementing corrective actions, evaluation of actions, and communication of lessons learnt.

Relevant Legislative Authority:

Queensland Acts

Child Protection Act 1999

Civil Liability Act 2003

Crime & Misconduct Act 2001

Coroners Act 2003

Electrical Safety Act 2002

Dangerous Goods Safety Management Act 2001

Financial Administration and Audit Act 1977

Financial Management Standard 1997

Freedom of Information Act 1992

Health Act 1937

Health Services Act 1991

Mental Health Act 2000

Personal Injuries Proceedings Act 2002

Public Safety Preservation Act 1986

Public Sector Ethics Act 1994

Public Service Act 1996

Whistleblowers Protection Act 1994

Workplace Health and Safety Act 1995

Workers Compensation and Rehabilitation Act 2003

Further Information:

[Implementation Standards](#)

[Procedures](#)

[Guidelines](#)

[Forms](#)

[Related Documents](#)