

QUEENSLAND HEALTH

INCIDENT MANAGEMENT IMPLEMENTATION POLICY

Effective: 1 July 2008
Review: This document will be reviewed every 3 years
Last Reviewed: October 2007

OBJECTIVE

To prevent harm to Queensland Health patients, staff, visitors and property.

POLICY

Policy Statement:

All incidents must be identified, managed and reported in accordance with relevant legislation, standards and policies.

BUSINESS CONTACT

Any requests for further information or clarification regarding this Policy should be referred to the Senior Director, Queensland Health Patient Safety Centre, telephone: (07) 36369714. psc@health.qld.gov.au

PRINCIPLES OF INCIDENT MANAGEMENT

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

Fairness – Staff, patients and visitors involved in incidents will be entitled to be treated fairly by Queensland Health.

Accountability – Queensland Health and its staff have a duty to take reasonable care to avoid harm to patients, visitors, employees, contractors,

volunteers and themselves. Accountability for incident management will be clearly articulated.

Transparency – Full and open communication should occur as part of clinical incident management. Staff, patients and visitors or carers reporting incidents should receive feedback on the results of any investigation/analysis and any authorised preventative actions.

Improvement focus – Analysis of incidents should focus on addressing three (3) 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.

Focus on systems not individuals – Analysis and investigation should focus on identifying and correcting underlying system problems rather than on an individual.

Obligation to act – The obligation to take action to remedy problems is clearly accepted and the allocation of this responsibility is unambiguous and explicit.

Prioritisation of action – Resources are directed to those areas where the greatest improvements are possible.

DEFINITIONS

Incident: 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 misses** (no harm caused).

Policy: Is the 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 requirements 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 clinical 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 and communication of lessons learnt.

RELEVANT LEGISLATIVE AUTHORITY

Child Protection Act (Qld) 1999

Civil Liability Act (Qld) 2003

Crime and Misconduct Act (Qld) 2001

Coroners Act (Qld) 2003

Electrical Safety Act (Qld) 2002

Dangerous Goods Safety Management Act (Qld) 2001

Financial Administration and Audit Act (Qld) 1997

Financial Management Standard 1997

Freedom of Information Act (Qld) 1992

Health Act (Qld) 1937

Health Services Act (Qld) 1991

Health and Other Legislation Amendment Act (Qld) 2007

Health Practitioners (Professional Standards) Act (Qld) 1999

Health Quality and Complaints Act (Qld) 2006

Mental Health Act (Qld) 2000

Personal Injuries Proceedings Act (Qld) 2002

Public Health Act (Qld) 2005

Public Sector Ethics Act (Qld) 1994

Public Service Act (Qld) 1996

Whistleblowers Protection Act (Qld) 1994

Workplace Health and Safety Act (Qld) 1995

Workers Compensation and Rehabilitation Act 2003

FURTHER INFORMATION

Further information related to this policy includes but is not limited to:

- Clinical Incident Management Implementation Standard
- Workplace Health and Safety Incident Management Standard
- Health Quality and Complaints Standard
- National Open Disclosure Standard
- Clinician Performance Support Service (ClPSS)
- Professional Codes of Practice

[Patient Safety Centre - Home page](#)

Release Details

Table A shows the administrative details for the current release of this document:

TABLE A		
Authored by:	Dr John Wakefield & Virginia Hancl	Date: 14/04/2008
Approved by:	A/Prof Maarten Kamp	Date:
_____ (Approving Officer's Signature) Chair, Queensland Health Patient Safety and Quality Board		

Document Status

Table C shows the status of this document.

TABLE C		
Status		Comments
Initial Draft		
Request for Comment		
Approved	✓	
Archived		

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