 <p><b>BAY OF PLENTY</b> DISTRICT HEALTH BOARD HAUORA A TOI</p>	<p>Policy Name: <b>Incident Management</b> File Name: 2.1.4</p>	<p>Policy No: 2.1.4 Issue Date: Apr 2016 Review Date: Apr 2018</p>
--	---	--

## INCIDENT MANAGEMENT

### POLICY STATEMENT

Bay of Plenty District Health Board (BOPDHB) will comply with the New Zealand Health and Disability Services National Reportable Events Policy 2012. All healthcare incidents that occur within its facilities will be reported and responded to. This will include systems to identify healthcare incidents, effective reporting and investigation of those events and processes to ensure lessons are learnt and recommendations are actioned.

### PURPOSE

- To provide a nationally consistent approach to the management of healthcare incidents in order that health practitioners, managers and staff respond effectively to all incidents that occur in the health and disability sector.
- To provide a transparent process for the, escalation, investigation and review of clinical and corporate incidents.
- To ensure that systems for identifying, reporting, and managing incidents are robust and consistent with quality improvement and risk management approaches and are appropriate to culture, values and behaviours.
- To identify and manage the underlying root causes of incidents based on the severity assessment code (SAC).
- To ensure through open disclosure that individual consumers are involved in and informed about the process.
- To ensure learning from incident management is shared and used to improve quality and safety for both consumers and staff.
- To reinforce line manager responsibility for managing incidents while maintaining organisational oversight of actions taken to improve quality and reduce risk.


### EXCLUSIONS

There are no exclusions.

### REFERENCES

- [New Zealand Health and Disability Services. National Reportable Events Policy. March 2012](#)
- Health and Disability (Safety) Act 2001
- Health and Disability Sector Standards NZS8134:2008
- Guidelines on Open Disclosure Policies, Health and Disability Commissioner, Revised December 2009
- [Health and Safety at Work Act 2015](#) and [Regulations 2016](#)
- Employment Relations Act 2000 (and regulations)
- Health Privacy Information Act Code 1994
- Health and Disability Commission 'Code of Rights'

<p>Manual Name: Organisational Section Name: Q&amp;R Management</p>	<p>Page 1 of 2 Version No: 5</p>	<p>NOTE: The electronic version of this document is the most current. Any printed copy cannot be assumed to be the current version.</p>
<p>Policy Steward: GM Governance &amp; Quality</p>	<p>Authorised by: Chief Executive Officer</p>	

 <p><b>BAY OF PLENTY</b> DISTRICT HEALTH BOARD HAUORA A TOI</p>	<p>Policy Name: <b>Incident Management</b> File Name: 2.1.4</p>	<p>Policy No: 2.1.4 Issue Date: Apr 2016 Review Date: Apr 2018</p>
--	---	--

### ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 2.1.4 protocol 1 Incident Management - Standards and Severity Assessment Codes (SACs)
- Bay of Plenty District Health Board policy 2.1.4 protocol 2 Incident Management - Decision Making Process
- Bay of Plenty District Health Board policy 2.1.4 protocol 3 Open Disclosures – Principles and Process
- Bay of Plenty District Health Board policy 2.5.1 Health Information Privacy
- Bay of Plenty District Health Board policy 5.3.1 Employee Health and Safety
- Bay of Plenty District Health Board policy 1.3.1 Complaints Management
- Bay of Plenty District Health Board policy 3.50.05 Protected Disclosures
- Bay of Plenty District Health Board policy 6.6.1 Death of a Patient
- Bay of Plenty District Health Board policy 1.4.4 Cultural Safety - Maori
- Bay of Plenty District Health Board. Incident form

<p>Manual Name: Organisational Section Name: Q&amp;R Management</p>	<p>Page 2 of 2 Version No: 5</p>	<p>NOTE: The electronic version of this document is the most current. Any printed copy cannot be assumed to be the current version.</p>
<p>Policy Steward: GM Governance &amp; Quality</p>	<p>Authorised by: Chief Executive Officer</p>	