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|  <p>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</p> <p>INCIDENT MANAGEMENT PROTOCOL</p> | <p align="center">INCIDENT MANAGEMENT - STANDARDS & SEVERITY ASSESSMENT CODES (SAC)</p> | <p align="center">Policy 2.1.4 Protocol 1</p> |
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STANDARD

A consistent process for identifying incidents and managing investigations where quality and safety is, or may have been, compromised is used across the organisation, which includes the maintenance of a centralised incident register (DATIX).

OBJECTIVE

- To manage, report, investigate and resolve all near misses and actual incidents through the application of clearly defined processes. The processes are outlined in the associated protocols and ensure the escalation of incidents to the appropriate investigation category.
- To ensure employees have the means to alert the organisation to problems that affect quality of service particularly where patient safety is compromised.
- To ensure disclosures are made in a timely and open manner.

AN INCIDENT IS:

An incident is an event or circumstances which could have, or did, result in unintended or unnecessary harm to a person, loss or damage to property. The degree of severity, assessed using the SAC (Severity Assessment Code), will indicate the level of investigation to be undertaken.

Incidents include:

- Harm to any individual(s) at a DHB facility
- Resulting in serious harm
- Events that reflect unsatisfactory clinical practice, operational management or service delivery systems
- Significant deviation from the usual process
- System failure resulting in a reduction of quality of service
- Major system failure
- Multiple teams, departments or services are involved
- For patients – any event that was unplanned, unanticipated or of which a patient was not forewarned, including those related to research
- When a group of consumers have potentially suffered harm
- The potential to seriously undermine public confidence
- A confidentiality breach
- A security breach including theft from property or people
- Damage to property
- An event that must be reported to regulatory bodies under statute
- An event that must be reported to the organisation’s insurance carrier
- The potential for adverse media attention
- Events likely to have public accountability
- Events that may result in private prosecution
- Use of restraint

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| <p>Issue Date: Apr 2016 Review Date: Apr 2018</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>Protocol Steward: Quality & Patient Safety Manager</p> | <p>Authorised by: GM Governance & Quality</p> | |

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SAC (SEVERITY ASSESSMENT CODE)

Once an incident occurs it will be recorded in the incident register. The reporter assigns a SAC score based on the actual outcome of the event at the time. This can be reviewed at any stage of the investigation or review process if the outcome changes. The SAC tool is used to identify the severity of the incident and trigger the appropriate investigation.

[SAC Severity Assessment Criteria tables](#) (click on this link to view)

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'

ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 2.1.4 Incident Management
- 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

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