

## 1. Purpose

APMHA HealthCare Ltd. policy recognises the importance of the health, safety and well-being of consumers and carers, employees, contractors and the public.

The Clinical Incident Procedure guides APMHA HealthCare Ltd. employees and General Managers on how to apply consistent and comprehensive management of clinical incidents to minimise the risk of harm to consumers and carers, employees, contractors and the public.

This procedure provides information on how to identify, analyse, evaluate and treat clinical risks.

## 2. Scope

This procedure applies to all individuals involved in managing or delivering services on behalf of APMHA HealthCare Ltd.

## 3. Procedure

All clinical incidents must be recorded on APMHA HealthCare Ltd.'s Clinical Incident Report Form and the following actions performed. The action performed will be dependent upon the time the clinical incident is reported to APMHA HealthCare Ltd.

### 3.1 Identifying a clinical risk

Clinical risks may be posed to consumers by systems and treatment such as side effects of medication, ineffective care and social stigma. In the area of Mental Health clinical risk has the potential to be harmful for self and others and include the following.

#### Risk to self

- Self-harm and suicide
- Self-neglect
- Absconding and wandering
- Quality of life including reputation, social and financial status

#### Risk to others:

- Harassment
- Stalking
- Violence and aggression
- Reckless behaviour that endangers others
- Property damage

#### Risk by others:

- Physical, sexual or emotional harm or abuse by others
- Social or financial abuse by others

Some risks are immediately obvious and can be handled at the time of the incident. Other incidents may only become obvious at a later date through the implementation of APMHA HealthCare Ltd quality procedures such as below.

# Clinical Incident Procedure

1. A clinical audit
2. A Consumer feedback survey
3. A complaint/ feedback
4. Stakeholder engagement.

## 3.2 At the time of an incident (if appropriate)

- Take any action within capacity to evacuate any area affected by the risk (if necessary).
- Contact the appropriate emergency services as soon as it is safe to do so. Ensure employees, clients or members of the public who are injured and/ or traumatised are provided with an appropriate emergency response.
- If the clinical incident necessitates the involvement of police, ensure the area or site is not disturbed.
- Assist those involved in the incident to contact family or support persons to advise them of the situation.
- Provide people who have been exposed to the clinical incident with emotional support and practical assistance.
- Assist in providing transport if required.
- Contact and report the incident to APMHA HealthCare Ltd.'s General Managers.

### 3.2.1 Reporting a clinical incident

#### Oral reporting

Initial reporting of a clinical incident to the General Managers and emergency services will involve an oral notification and the following should be advised:

- time of the clinical incident,
- nature of the incident (e.g. threat, accident, assault),
- names and roles of persons involved, if known, and
- known contact details (e.g. of witnesses, next of kin, hospital a person has been taken to, the police station responding to the incident etc).

#### Written reporting

A Clinical Incident Report Form must be completed within 24 hours of the incident and be submitted to the General Manager Clinical for lodgement in Clinical Incident Register.

## 3.3 Delayed timeframe between incident occurrence and APMHA HealthCare Ltd. being informed of the incident.

- Establish the context in which the incident occurred by identifying and investigating the service's operating environment.
- Check that the clinical incident has been reported to government agencies, such as funding agencies in accordance with legislative and mandatory requirements. More detailed reporting may be required in some circumstances; for example, where the incident involves a child or an adult with impaired capacity.
- Assess the need for support and counselling for those directly and indirectly involved and encourage employees or clients to seek further assistance if necessary.

# Clinical Incident Procedure

- Defuse any issues for employees involved in the clinical incident and other stakeholders with factual information as appropriate.
- Provide a professional post-incident counselling service if required.
- Follow up with employees and monitor their wellbeing at a later date or dates, as required.
- Complete a clinical incident report.

## 3.4 Investigation of an incident for quality improvement

Investigation of the incident for quality improvement involves the following actions below:

- The General Managers will determine who is responsible for investigating the incident and reporting the outcomes to the Clinical Governance Committee.
- Following the investigation of a clinical incident, the General Managers will review the Hazard and Incident Report Form and recommendations and will decide whether alterations to policies and procedures are required. The relevant changes to policy or procedures will then be implemented and later reviewed.
- All lessons learned and identified improvement opportunities will be shared across clinical services via employee meetings and individual team meetings and an implementation plan will be agreed for any changes.
- The General Managers and other authorised personnel will ensure that all employees are informed of the outcomes and will monitor implementation of any revised or modified policies, procedures or practices.

## 3.5 Preventing clinical incidents

To prevent clinical incidents the below steps should be followed:

- APMHA HealthCare Ltd.'s Service Delivery Manual and Home Visiting, Safe Transport and Infection Prevention and Control in Clinical Services Procedures must be adhered to by all employees and contractors that work with consumers.
- All employees and contractors who work with consumers should familiarise themselves with the Worksafe publication ***Working Safely in Community Services***
- All employees will receive training to assist them to competently perform their role and to manage difficult situations.
- Employees involved in providing clinical interventions will be educated in what to do and whom to notify when a slip, lapse or mistake occurs, or when there is an unanticipated adverse outcome.
- Clinicians have been appropriately credentialed and will have access to appropriate clinical/peer support and supervision. This will include formal discussion regarding high risk clients and the opportunity for reflection on the management of those clients.
- It is the responsibility of clinicians to ensure effective and timely communication with referring GPs and other referrers, particularly regarding issues of risk, safety and quality.
- Clinical notes must be complete, and kept up-to-date.

# Clinical Incident Procedure

## 4. Definitions

### Clinical incident

A clinical incident is an event or circumstance that could have, or did, lead to unintended and/ or unnecessary harm to a person resulting from clinical investigation, treatment or patient care.

### Traumatic event

A traumatic event is one in which a person experiences, witnesses or is confronted by experiences that involve actual, threatened or perceived death or serious injury and/ or threat to own or others physical and emotional integrity. The person's response may then include intense fear, feelings of helplessness and horror, which impact on their sense of 'self'.

## 5. Responsibilities

### General Manager Clinical

- Monitors clinical incidents, maintains the Clinical Incident Register, monitors the overall effectiveness of the clinical incident management system and mitigates the risks associated with a clinical incident.
- Will ensure that effective arrangements are in place for the management of clinical risks and appropriate policies and procedures are reviewed and implemented as appropriate.
- Is responsible for developing clinical incidence management processes, including training and maintenance of the Clinical Incident Register.

### Employees and contractors

Employees and contractors are responsible for adhering to this procedure.

## 6. References

### Internal interdependencies

- Service Delivery Manual
- Home Visiting Policy
- Infection Prevention and Control in Clinical Services Policy
- APMHA HealthCare Ltd. Workplace Health and Safety Manual
- Clinical Incident Notification Form
- Clinical Incident Register

### External interdependencies

- Work Health and Safety Act 2011 (Cth)
- Model Work Health and Safety Regulations 2011 (Cth)
- Workers Compensation Act in each State
- Workplace Injury Management and Workers Compensation Act in each State
- Workers Compensation Regulation in each State
- Worksafe Working Safely in Community Services

# Clinical Incident Procedure

## 7. Version Control

Version	Date	Owner (title)	Approver (title)	Nature of change
01	04.02.2017	R Hayden (CEO)	D McGoldrick (GMO)	N/A
02	15/05/2018	Renee Hayden	Donal McGoldrick (GMO)	Updated