



*Emergency
Care Institute*
NEW SOUTH WALES



ACI NSW Agency
for Clinical
Innovation

INCIDENT ADVISORY COMMITTEE UPDATE 2015

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Co-Chairs
Incident Advisory Committee
Emergency Care institute
November 2015

Who Are the Incident Advisory Committee??

- ❖ IAC is multidisciplinary group of clinicians from across the State
- ❖ Review and comment on all ED Death Reviews (SAC1) in NSW
 - ❖ Quality of Review
 - ❖ Themes/commonalities in causation
- ❖ 2015 access to IIMS database for SAC 2/3
 - ❖ Wider look at themes identified
 - ❖ Trends apparent that are invisible on local scale

Systems Not Individuals

“...a patient safety incident cannot simply be linked to the actions of the individual healthcare staff involved. All incidents are also linked to the system in which the individuals were working.”

Looking at what was wrong in the system helps organisations to learn lessons that can prevent the incident recurring.”

National Patient Safety Agency, ‘Seven Steps to Patient Safety’, 2004 – 2009. Available at <http://www.nrls.npsa.nhs.uk/resources/collections/seven-steps-to-patient-safety/>

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- ❖ Incidents in Emergency Departments rarely due to individuals
 - ❖ “Busy”, “No beds”, “Not enough staff” are not merely descriptive, they are causal
 - ❖ Communication/Relationships between sites/teams
 - ❖ Current RCA/SAC process is not adequately addressing System Based Causation

Systems Solutions in RCA/SAC Reviews...

- ❖ System causes under-represented in reviews
 - ❖ Not identified
 - ❖ Identified but not addressed
 - ❖ Viewed as 'normal'
- ❖ RCA/SAC process designed to create a list of recommendations to be completed in a given timeframe
 - ❖ Disincentive to identify complex issues
 - ❖ Easier to suggest education/correction of individuals/teams

Collective Solutions

- ❖ System solutions:
 - ❖ Involve areas outside of Emergency
 - ❖ Need Executive support
- ❖ Presented to Directors of Clinical Governance Units
- ❖ Working towards change in concept with RCA/SAC
- ❖ Feedback process to Clinicians/Directors/Clinical Governance Units
- ❖ “Never Event” education on website

IDEAS?