

Incident Management

The Rural Perspective

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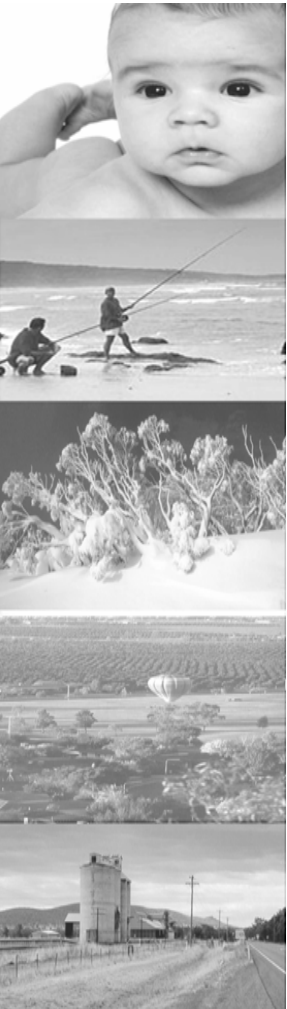
Greater Southern Area Health Service



FOREST CREEK



Greater Southern Area Health Service





Greater Southern Area Health Service



- Population 469,000
- Area 166,000 sq km
- Total staffing 7,370 (persons)
- Number of sites 47 Hospitals
95 CH sites
- Outpatients 1,500,000
- In-patients 99,000
- Budget \$650,000,000



HAVE
LOVED
12-14 CHALSTON ST

VCR 445

AAF 332

WLY 729





Rural Life

- Geography
- High number of hospitals
- High number of generalist staff
- Aging population & workforce
- Staff education
- GP VMO
- Referral – metro & interstate
- Lifestyle







Notifying incidents in Rural NSW



- Training
- Under reporting
- Information technology
- Reporting rates
- SAC 1
 - Mental Health
 - Deteriorating patient
 - Transfers
- Patient falls
- Aged care





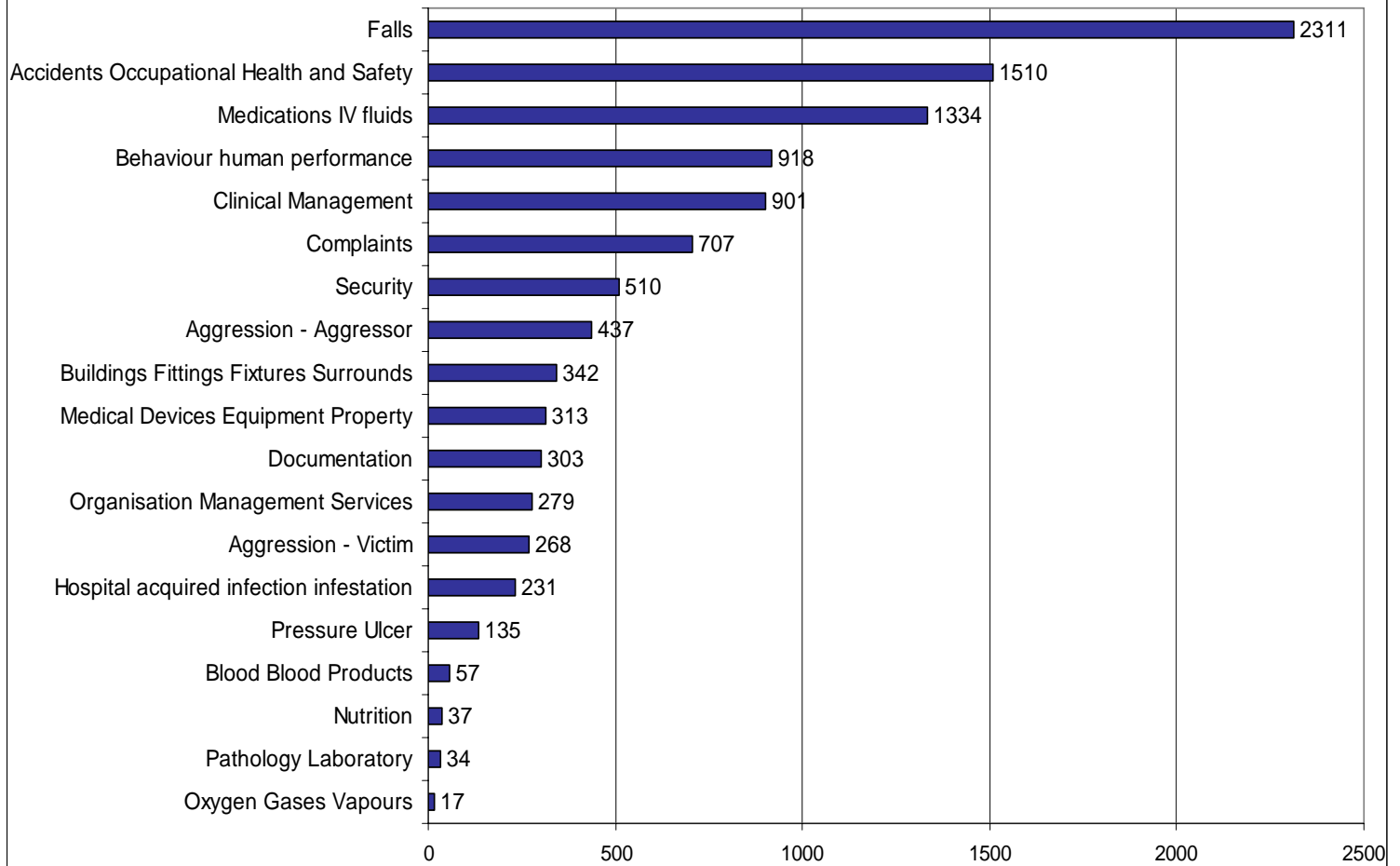
GSAHS incidents

2006-07



GSAHS All Incidents by Principal Incident Type (PIT)

July06-June 07





Incident Investigation

- Facilitation
- Staffing
- Investigation training
- Crosses many sites
- Confidentiality
- Local Coroners
- Clinical Review Committees





EMERGENCY

COOMA HEALTH SERVICE
← EMERGENCY PARKING



Outcomes /findings

- Feedback is difficult
- Quality meetings
- Open disclosure

- Deteriorating Patient
- Falls – elderly
- SAC1 – Mental Health





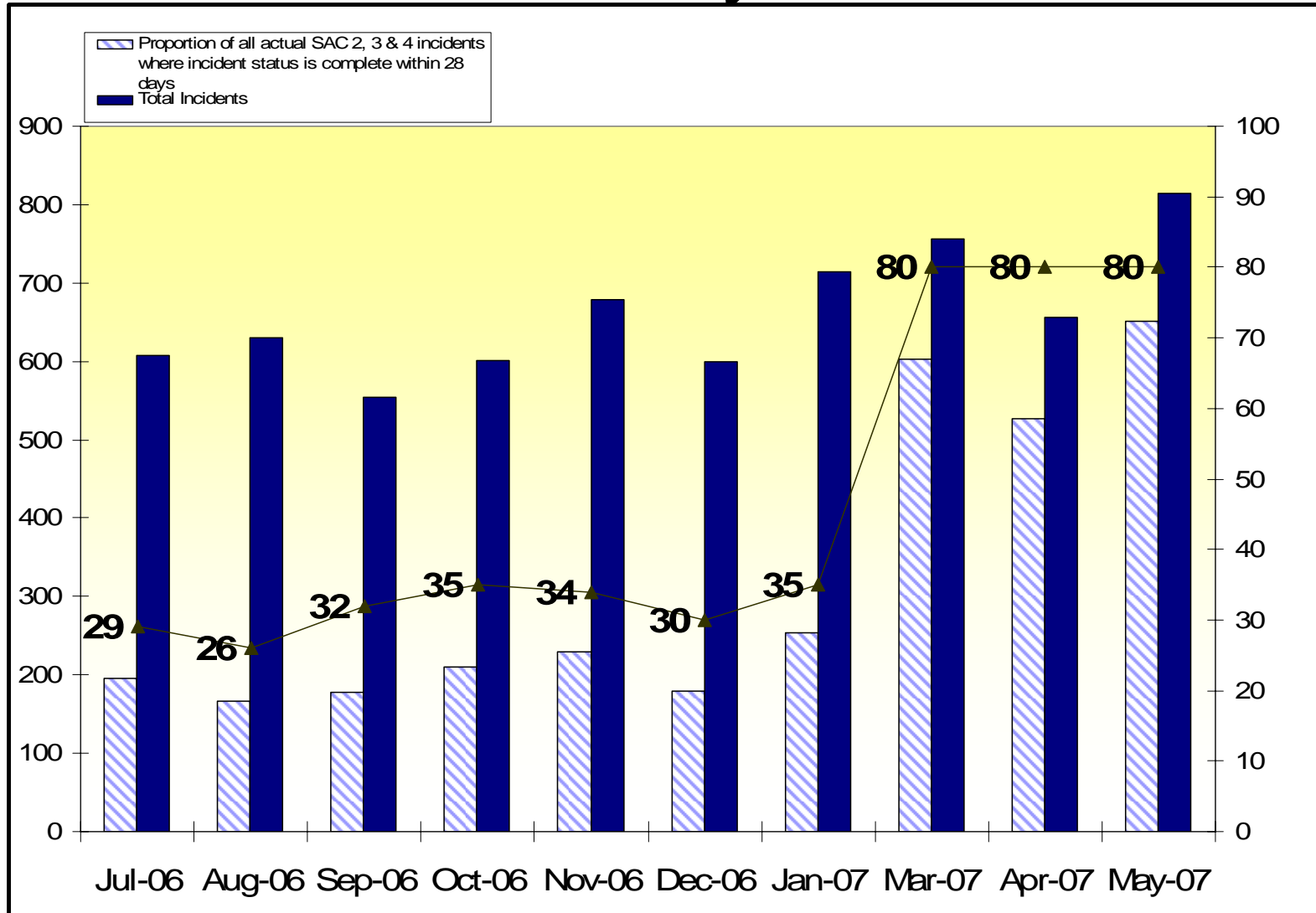
Monitoring

- Work with operational staff
- Local Quality Committees
- Assignment of responsibilities
- Key Performance Indicators
- Area Quality Committee
- Open disclosure



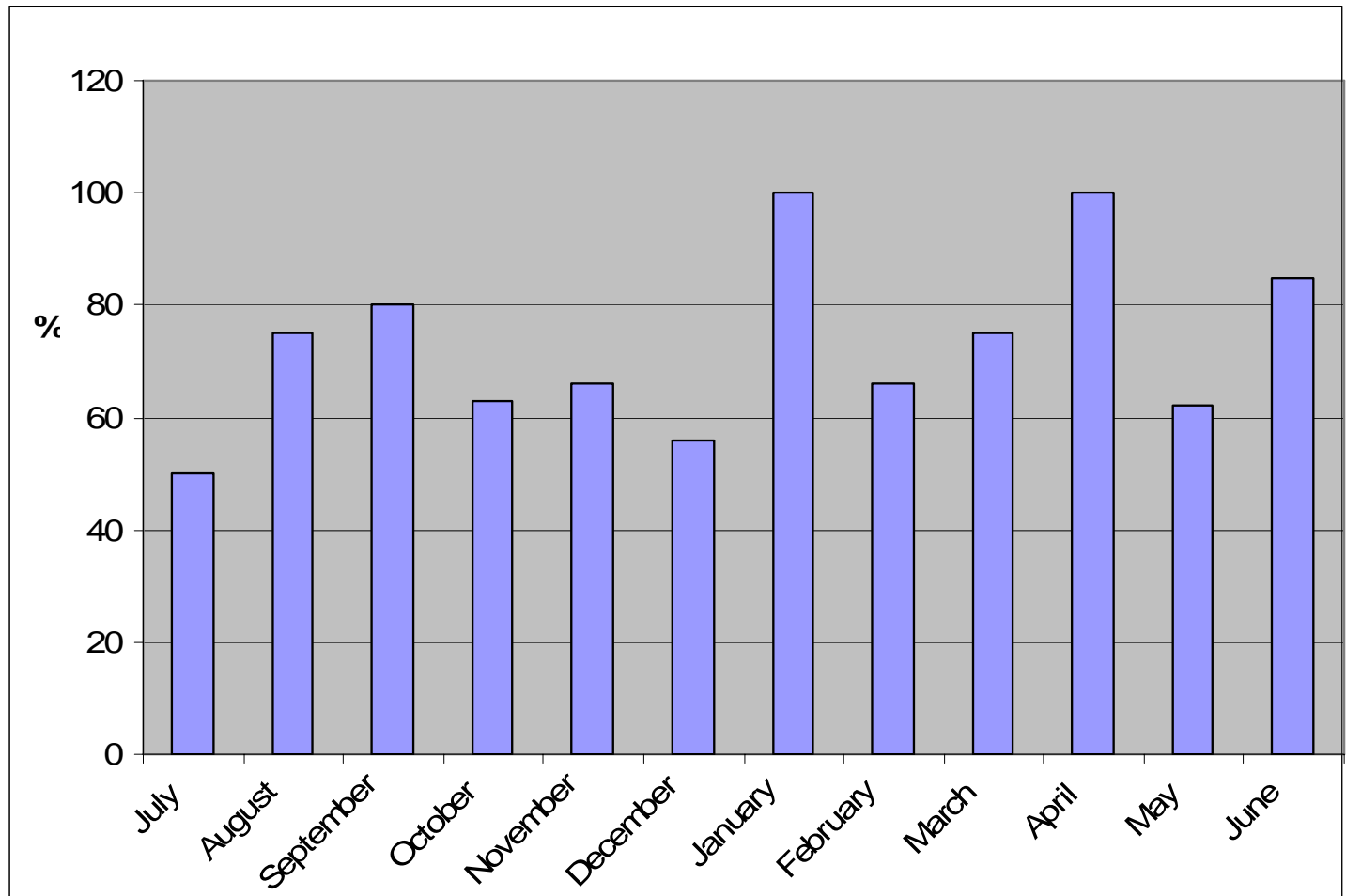
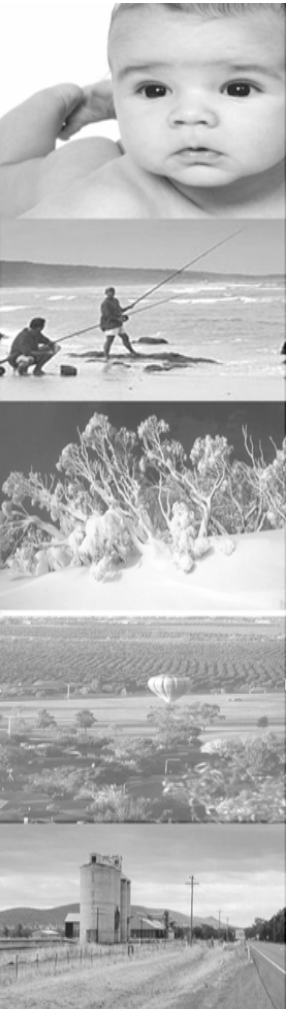


Incidents managed within 28 days





RCA recommendations completed in timeframe



Conclusion

- Establish the context
- Reporting & Investigation
- Findings
- Monitoring
- Learning
- Feedback
- Open disclosure



