



FUNCTION: Support

TITLE: Incident Reporting Procedure (using VHIMS)

VERSION: Feb 2011

PROCEDURE CODE: SUPPROSAF001

DEFINITIONS:

Incident reporting is the documentation of incidents whether clinical or non-clinical that occur within the routine operation of the organisation. Incidents are "unplanned events or situations that result in or have the potential for injury, ill health, damage or other loss".

CONTEXT:

All incidents that occur within the organisation's routine operations should be recorded and reported. Incidents include: falls; medication errors; communication issues; damage to property and vehicles; hazards/near misses; security breaches and occupational exposures. These incidents can involve staff, students, medical officers, patients, contractors, clients, residents, volunteers, relatives and visitors.

What incidents are covered by the incident reporting system?

1. All Clinical Issues – e.g.
 - 1.1. Communication
 - 1.2. Diagnostic issue
 - 1.3. Falls
 - 1.4. Flagged case
 - 1.5. Medication error
 - 1.6. Pressure ulcer
 - 1.7. Treatment issue
 - 1.8. Other

2. All Non Clinical Issues – e.g.
 - 2.1. Bullying
 - 2.2. Hazard identified
 - 2.3. Injury to staff member of contractor (including needle stick injury / blood and body fluid exposure)
 - 2.4. Injury to student or visitor
 - 2.5. Professional misconduct
 - 2.6. Property Issue
 - 2.7. Security Issue
 - 2.8. Vehicle accident
 - 2.9. Other

RESPONSIBILITY:

Incidents can be reported by the following:

1. staff
2. visitors
3. community members
4. students
5. contractors
6. patient/client/resident
7. volunteers

Incidents can only be entered into VHIMS by staff members. Staff can enter incidents on behalf of others without access however.

OUTCOMES:

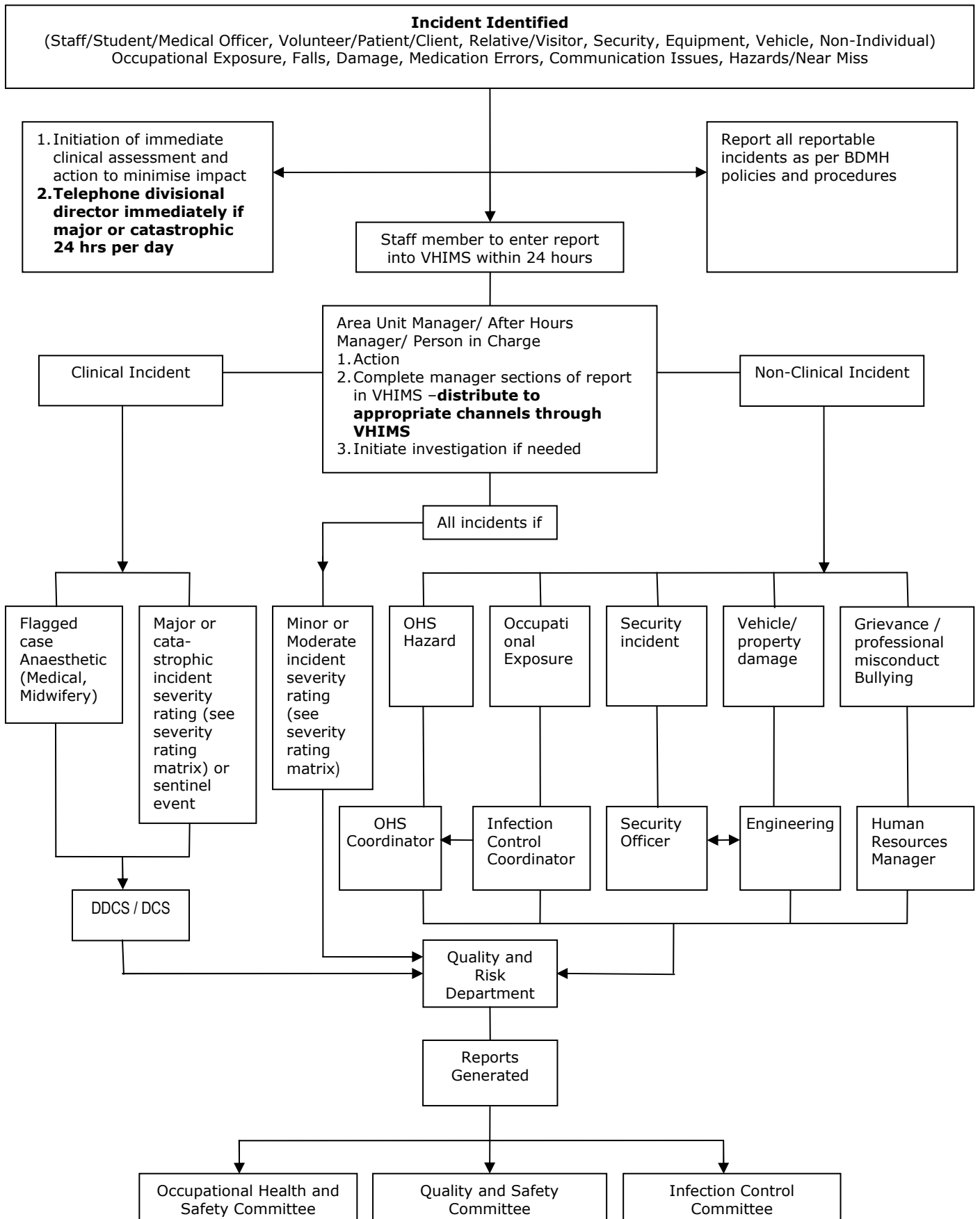
All incidents within the routine operation of the organisation are reported, appropriate actions are taken, mandatory reportable incidents are reported to the appropriate bodies and investigations are carried out to reduce and prevent their reoccurrence.



Benalla & District Memorial Hospital Procedure Manual

METHOD

1. Follow the incident reporting flow diagram below.





Incident Reporting

1. An electronic incident reporting form must be completed in VHIMS for all incidents.
2. VHIMS can be found at <https://vhims.riskman.net.au/VHIMS/>

Reportable Incidents

1. Reportable incidents are to be managed according to the following BDMH policy documents:
 - 1.1. Coroner's Cases
 - 1.2. Accidents categorised as Notifiable Incidents to be reported to WorkSafe Victoria
 - 1.3. Sentinel Events reported to the DDCS or DCS
 - 1.4. Incidents involving a vehicle
 - 1.5. Occupational Exposure
 - 1.6. Suspected/alleged assault of a resident
 - 1.7. Alleged incidence of child abuse
 - 1.8. Professional misconduct or staff grievance
 - 1.9. Bullying

REFERENCES:

Related BDMH policy documents:

Reportable Incidents

1. Coroner's Cases
 - 1.1 Clinical Practice Guidelines Manual, CPG-DEC:11.1 Care of the Deceased
2. WorkSafe Victoria
 - 2.1. Corporate Policy and Procedures, Safety Management Systems, 4.5.1: Staff Injuries at Work
3. Sentinel Events
 - 3.1. Support Policies and Procedures, Management of corporate and clinical risks SOPPROSAF002: Sentinel Event Reporting
4. Incidents involving vehicles
 - 4.1. Corporate Policy and Procedures, Security Management 9.1.1: Damage to Hospital Property
5. Occupational Exposure
 - 5.1. Infection Control Manual, CPG-IC:3.3 Notifiable Infectious Diseases
 - 5.2. Infection Control Manual, 10-1: Occupational Exposure Management (Needlestick/Sharp or Splash)
 - 5.3. Infection Control Manual, 10-4: Infection Exposure Management
6. Suspected/alleged assault of a resident
 - 6.1. Aged Care Manual, Section 17- Mandatory Reporting Policy 7.21.2: Compulsory Reporting of an alleged or suspected Assault of a Resident
7. Alleged Incidence of Child Abuse
 - 7.1. Clinical Policies CLINPOL004: Mandatory Reporting of Child Abuse

Related Incident Reporting Procedures

1. Clinical Practice Guidelines Manual, CPG-DEC:11.1 Care of the Deceased
2. A&E – Emergency Procedures C-8, Chemical, Biological and Radiological (CBR) Incidents
3. Delatite Community Health, General Staff Policies Manual: Safe Working off Site



Benalla & District Memorial Hospital Procedure Manual

4. Corporate Policy and Procedures, Safety Management Systems: Workflow in the event of Workplace Injury
5. Corporate Policy and Procedures, Safety Management Systems 4.16.1: Violence in the Workplace
6. Clinical Policy Manual; CLINPOL001 Medication Management Policy
7. Nursing Administration Manual, 3-5: Violent Patients
8. Nurses Policy and Procedures Manual, 17-2.3, Root Cause Analysis – Patient Falls Incident
9. Support Policy and Procedures 5.3.1: Grievances – Employees
10. Corporate Policy and Procedures, Safety Management Systems 4.15.1: Workplace Bullying
11. Visiting Medical Officers Policy and Procedures Manual – General, Flagged Cases / Professional Incidents

References:

1. The Australian Council on Healthcare Standards EQUIP 4 Criterion 2.1.3. *Health care incidents, complaints and feedback are managed to ensure improvements to the systems of care.*

Author:	Quality & Risk Project Officer (Marcia Walsh)
Validated by:	Director of Clinical Services (Janine Holland)
Approval:	Director of Clinical Services (Janine Holland)
Approval date:	Feb 2011
Review Date:	Feb 2014
Responsibility for Review:	Quality and Risk Manager
Authorised by:	Chief Executive (Dan Weeks)