



National Director, Quality Assurance and Verification

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Deputy Stephen Donnelly TD,
Leinster House
Kildare Street
Dublin 2

By Email: Stephen.Donnelly@oireachtas.ie

30th December 2019

Re: PQ Ref 52252/19 - To ask the Minister for Health the percentage of mandatory investigations commenced within 48 hours of the event occurring.

Dear Deputy Donnelly,

I refer to your recent Parliamentary Question relating to the commencement of investigations within 48 hours of events occurring.

The 2014 Safety Incident Management Policy, detailed that *'the Senior Accountable Officer must commission an Investigation Team within two working days following notification of the incident'* that formed the basis for the above metric.

However, in practice, it was deemed by the service divisions that while there is a requirement for an early assessment to identify any immediate risks, it is not always appropriate or possible to establish the investigation within 48 hours. It is for this reason; the HSE did not list, monitor or report on compliance with this metric, as part of the National Service Plans of 2016 or 2017.

The HSE launched the Incident Management Framework [IMF] in January 2018, replacing the Safety Incident Management Policy of 2014. The Incident Management Framework is available at the following link for information: <https://www.hse.ie/eng/about/qavd/incident-management/hse-incident-management-framework-guidance-stories-2018.pdf>

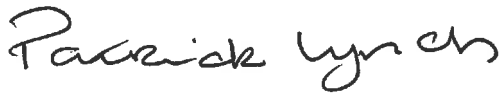
The IMF details that Category 1 (extreme or major) serious incidents must be referred to the Serious Incident Management Team for decision making in relation to their management. Decision making in relation to review is based on a preliminary assessment of all available information relating to the incident. Ideally such decisions should be made within 72 hours of identification of the incident and at latest must be made within one working week following identification.

The HSE currently lists, monitors and reports on compliance in relation to Serious Incidents (*Category 1* - inc. SREs) as set out in the National Service Plans of 2018 and 2019 as follows:

- % of serious incidents being notified within 24 hours of occurrence to the senior accountable officer
- % of serious incidents requiring review completed within 125 calendar days of occurrence of the incident

If you have any queries please do not hesitate to contact me directly.

Yours sincerely

A handwritten signature in black ink that reads "Patrick Lynch". The signature is written in a cursive, slightly slanted style.

Mr. Patrick Lynch
National Director