



#### QPS Géar Oibríochtaí

Aonad 4A, Áras Dargan, An Ceantar Theas,  
An Bóthar Míleata, Cill Mhaighneann, Baile  
Átha Cliath 8

#### QPS Acute Operations

Unit 4A, The Dargan Building, Heuston  
South Quarter,  
Military Road, Kilmainham, Dublin 8

[www.hse.ie](http://www.hse.ie)  
[@hselive](https://twitter.com/hselive)

t 01-7959935  
e [qps.acuteoperations@hse.ie](mailto:qps.acuteoperations@hse.ie)

**18<sup>th</sup> July 2023**

Deputy Peadar Tóibín TD  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ / 34388/23: To ask the Minister for Health what systems are in place within the HSE to ensure staff re-training takes place following adverse medical incidents where a patient suffered harm during their care.**

Dear Deputy Tóibín,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response.

It is the policy of the Health Service Executive (HSE) that all incidents are identified, reported and reviewed so that learning from events can be shared to improve the quality and safety of services. To support services in complying with this policy statement and to promote a consistent approach to the management of all incidents, the HSE has developed the IMF (2020) <https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/incident-management/hse-2020-incident-management-framework-guidance.pdf>.

The purpose of the IMF is to provide an overarching practical approach, based on best practice, to assist providers of HSE and HSE funded services to manage all incidents in a manner that is cognisant of the needs of those affected and supports services to learn and improve. In the vast majority of cases, the causes of incidents are due to failures or weaknesses in the systems of care or management rather than the actions of any individual. The key to improving safety lies therefore in identifying and addressing any inherent weakness in the system and for that reason, re-training is not always an appropriate or a required response following clinical adverse incidents. However, where applicable, it is the responsibility of the local Senior Accountable Officer to ensure the implementation of all recommendations following a review.

I trust this answers your question to your satisfaction.

Yours sincerely,

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**Mairéad Twohig**

**A / General Manager QPS Acute Operations**