



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

## Procedure for requesting external specialist support from the Forum of Irish Medical Post-graduate Training Bodies (FPGTB)

### HSE Systems Analysis Reviews and Look Back Reviews

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## 1.0 Introduction

In the context of the recently introduced [HSE Incident Management Framework](#) 2018 (“IMF”) there are a number of instances when external specialist input into Reviews may be sought through the the Forum of Irish Postgraduate Medical Training Bodies (‘the Forum’) – see Table 1 below:

**Table1: Specialist inputs required to support the HSE’s Incident Management Framework (IMF)**

Phase	Type of support required	Rationale	Time Commitment
Pre-Review	Healthcare Record Review <sup>1</sup>	Whilst a case may have resulted in a poor outcome it does not always follow that this was as a result of an incident occurring in the course of the delivery of that care. Such a review will clarify whether the standard of care provided to the service user was appropriate and timely or whether there was an issue requiring review.	This is dependent on the nature of the incident and the scope of the review.
Review	Healthcare Record Review <sup>1</sup>	In some circumstances a review team may require an expert opinion to support the conduct of a review which has been identified as required.	This will depend on the nature of the case.
Review	Panel Member	<p>The IMF describes a Review Panel Approach for the conduct of a Comprehensive Review. The role of the Panel Member would be to receive the case file (medical record, chronology of care, staff statements/interview notes etc), to review the case file.</p> <p>The Panel Member attends a Panel Meeting to contribute to the discussion of the case and the identification of causal and contributory factors and the recommendations arising from these.</p> <p>Following the Panel Meeting, it will be necessary to receive, review and comment on the draft report. The Panel Meeting will be facilitated by a person trained in systems analysis.</p>	<p>Average time 0.5- 1 day for review of case file (<i>dependant on complexity of case</i>)</p> <p>0.5- 1 day to attend panel meeting (<i>dependant on complexity of case</i>)</p> <p>0.5 day to consider draft report and respond with comments.</p>

## 2.0 Circumstance for making an application to the Forum

As the HSE IMF places emphasis on reviews taking place within the context of the relevant Hospital Group/CHO/NAS/NSS area etc. applications to the Forum should only be required in a limited number of circumstances i.e.:

1. where there is a limited number of clinicians of a particular speciality available and conflicts may exist

<sup>1</sup> **Note:** A Healthcare Record Review should be carried out in line with HSE IMF Guidance Section 7.

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- where trust or confidence in the review process requires that a clinician be nominated independent of the Hospital Group/CHO area.

### 3.0 Process for making an application to the Forum

#### 3.1 Scope of the arrangement

The role of clinical expert(s) nominated by the Forum is limited to the circumstances outlined in Table 1 i.e. to provide various levels of clinical or technical assistance to the Review Team.

The arrangements in place with the Forum are not intended or designed to serve as a means to providing a general pool of clinical experts for reviews. This expertise should generally be sought from within or across HSE services.

**NOTE:** Clinicians who provide specialist input to reviews, as outlined in Table 1 are eligible to earn internal credits for Professional Competence calculated on an hourly basis.

#### 3.2 Initial requests

- Requests for support for an external expert to participate in an incident review should be made by the Hospital CEO/Manager, CHO Head of Service, NAS, NSS Head of Service and signed off by the Hospital Group CEO/CHO CO etc.
- Requesting organisations must complete the Request Template in full (**Appendix 1**).
- A completed Request Template and Terms of Reference (See Healthcare Record Review Guidance) should be submitted to [QRS.tullamore@hse.ie](mailto:QRS.tullamore@hse.ie) who act as the point of contact with the Forum of Irish Postgraduate Medical Training Bodies. On receipt of a request by the Forum it will be logged and forwarded to the appropriate training body/ies for response.

#### 3.3 Response to requests

- When the nominee has been identified, the Forum / relevant training body will notify the Office of QRS.
- The Office of QRS notifies the requesting organisation of the nominee, from this point the requesting organisation and training body will communicate directly with each other.
- The Training Body may request a teleconference with the nominee, other members of the Review Team and the Commissioner of the review to clarify any issues related to the nominee's role in the review.

### 4.0 Requirements of the Forum

- The Forum requires all applications to be coordinated through a central point in the HSE. The HSE has nominated the Quality Assurance and Verification Division, Office of Quality, Risk and Safety as this point of contact.
- On completion of the review, the Forum requires that the following information is provided to the nominee by the requesting organisation:
  - Copy of final review report submitted to the Commissioner.
  - Update(s) as to whether
    - a) the report was accepted by the Commissioner
    - b) the report was presented to and accepted by those harmed (patient/family/staff)
    - c) any issues related to the nominee's input to the review report

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identified by those harmed (patient/family/staff) following receipt of the final report.

3. That on completion of the review, a copy of the final report is provided to the Forum Quality and Risk Subcommittee.
4. Legal review of review reports where the Forum has nominated a clinical expert to participate in the review is only required where there is a specific legal question/legal issue requiring advice.

#### 4.1 Provision of healthcare records for review

In order to ensure that the person nominated by the Forum can review the records efficiently, the following must be considered in submitting the healthcare record/other records to them.

1. That consent for provision of the healthcare records to the reviewer has been received from the service user/family.
2. The requesting organisation is responsible for the provision of medical and other records to the reviewer and their subsequent handling/disposal.
3. The photocopies have been proofed to ensure that each page is clear and readable.
4. The copy of the record is in the correct order i.e. admission sheet, medical notes, lab reports etc.
5. As the healthcare record may contain detail of previous admissions, the copy should be indexed so as: -
  - a) The pages pertinent to the admission/event to be reviewed can be easily accessed.
  - b) A contents page to the indexed and paginated pages is provided i.e. Tab 1 Admission form, Tab 2 Medical Notes, Tab 3 Nursing Notes, Tab 4 Radiology Reports etc.
6. The request for the review of the Healthcare Record must be made in line with the template provided in Section 7 of the Incident Management Guidance
7. The records will be provided to the reviewer nominated by way of tracked courier. It is the responsibility of the reviewer nominated to ensure that the documents provided for review are maintained in a confidential and secure manner in line with Data Protection Legislation and in line with their professional obligations in relation to confidentiality.

#### 5.0 Indemnity

1. In the event that a Training Body nominates, through the Forum, an individual specialist as an expert to participate in a review, in response to a request from the HSE and that nominee is already an employee of the HSE, they will be covered by the existing HSE policy for professional indemnity i.e. additional indemnity is not required.
2. Non-HSE employees for example specialists working in voluntary hospitals who are nominated by the Forum will have their indemnity provided in accordance with the arrangement with the Department of Public Expenditure and Reform (“DPER”). DPER have provided the HSE with sanction to issue letters of indemnity to persons participating on reviews.
3. The Office of QRS QAVD will put in place the indemnity arrangements i.e. issue letters of indemnity for the nominee(s) once instructed to do so by the requester.

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## 6.0 Forum remuneration Policy

1. There will be expenses incurred over the course of a review.
2. The requesting organization must agree to remunerate the reviewer at the rate of €150 per hour or €1250 per diem and cover relevant expenses (**Appendix 2**).

## 7.0 Closing out/Feedback on the review

The Forum secretariat will log a review as closed on advice from the requesting organisation. The Training Body who secured the nomination will be advised of completion of review through the Forum.

## 8.0 Claims

If at any stage it becomes likely that a claim might be made in relation to the person nominated or the investigation/review process as a whole, QAVD must be advised so that they can inform DPER who hold the indemnity.

## 8.0 References

- HSE Incident Management Framework (2018)

## 9.0 Revision

This procedure will be reviewed January 2021 or sooner if changes are indicated.

## 10.0 Procedure Revision History (electronic or hardcopy)

<b>Document reference number</b>	QAVD QRS002	<b>Document developed by</b>	Quality, Risk and Safety, Quality Assurance and Verification Division
<b>Revision number</b>	3.0	<b>Document approved by</b>	Mr. Patrick Lynch, National Director Quality Assurance and Verification
<b>Approval date</b>	January 2019	<b>Responsibility for implementation</b>	Quality, Risk and Safety, Quality Assurance and Verification Division
<b>Revision date</b>	January 2021	<b>Responsibility for review and audit</b>	Quality, Risk and Safety, Quality Assurance and Verification Division

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## Appendix 1: Request Form

# Request for Specialist Support for Reviews from the Forum of Irish Postgraduate Medical Training Bodies

Section 1: Request Details	
Date of Request	
Request from	Specify name of the requesting agency.
Type of Requesting Agency	Private, Voluntary, HSE hospital
Request to	Name of training body or bodies from who support is being requested.
Request for	Specialty consultant in xx specialty
Commissioner	<p>This person acts as the main point of contact for the nominated specialist(s) regarding the submission of the report, access to medical and other records, arranging meetings and clarifying the terms of reference of the review and arranging the appropriate administrative support throughout the review.</p> <p>This person will have ultimate responsibility for the management and oversight of the review team and acts closely with the chair of an review team, when appointed.</p>
Chairperson	Name of chairperson.
NIMS Number	

Section 2: Review Details	
<b>Type of Review</b>	
<i>Place an X beside the type of review to be undertaken</i>	
Systems Analysis Review of a single incident	
Look Back Review <i>Indicate how many cases will be under review</i>	
Has any review/ look back review commenced prior to this request? If yes, please clarify who carried out this review If yes, has the review completed?	Yes/No  Yes/No  Yes/No
<b>Type of Assistance Required</b>	
<i>Place an X beside the type of assistance required from the Specialist</i>	
Healthcare Record Review	
Membership of a Review Panel	
Membership of a Review Team	

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<p>Review: expert advice i.e.</p> <ol style="list-style-type: none"> <li>1. To answer a specific clinical or technical question.</li> <li>2. To validate that the final draft report prepared by the Review Team is clinically/technically accurate and addresses the clinical/technical issues highlighted appropriately.</li> </ol>	
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**Incident Review/Look Back Review Panel/Team**

List the other members of the Incident Review/Look Back Review Panel/Team and their areas of responsibility:

Name	Job Title

**Case Background & Goals**

Outline the general background and brief chronology of the case	
Purpose of incident review/look back review	As per terms of reference
Provide a concise statement as to the goals of the review and its expected scope.	Information must be provided on: What is the ultimate goal(s) of this review? eg, establish the facts, identify any Key Causal Factors, specific issues related to care to be included in the overall review; expected output of <b>incident review/look back review</b> as per terms of reference
Are the terms of reference attached for the incident review/look back review?	Yes/No

**Availability of Records and Information**

Outline the range of material to be made available to the clinician(s) providing the specialist support during the review:	
Has consent in relation to the provision of the healthcare record to the nominee been received from the service user/family.	Yes/No (if No this should be obtained prior to provision of the healthcare record to the nominee)
Outline <u>how</u> the nominated clinician(s) providing the specialist support will be able access this information:	Review files on site, files to be couriered to clinical expert etc

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Timescale for External Input	
Expected start date on External Input	
Expected end date on External Input	
Expected time commitment required of clinical expert	
Communication Strategy	
Is the clinician(s) providing the specialist support expected to meet with either the complainant/family or other parties	Yes/No
<i>If yes outline the interaction which will be required:</i>	
Is the clinician(s) providing the specialist support expected to meet with other health care professionals and staff as part of the review?	Yes/No
If yes outline the interaction with other health care professionals and staff which will be required	
Is the clinician(s) providing the specialist support expected to participate in the communication process during the review or in reporting its outcomes to either members of the public, to officials at the requesting agency?	Yes / No
If yes outline the interaction with members of the public, officials at the requesting agency which will be required.	
Indemnity/Remuneration	
Indemnity will be provided by the requesting agency to the nominated specialist and the training body	Yes/No  Expert must not proceed until indemnity has been provided.
The requesting agency agrees to comply with the Forum of Irish Postgraduate Medical Training Bodies Policy on Remuneration (see appendix 2)	Yes/No
Name and contact details of whom the clinician(s) providing the specialist	Name: Address:

support to submit invoice:	Email address:
Administration support will be provide to the clinician(s) providing the specialist support	Yes/No
Details of the administration support which will be available for the nominated clinician(s) providing the specialist support	Contact Name: Contact Details:

Form Completed by:	
Date:	
Application approved and signed by Hospital Group CEO/ CHO Chief Officer	
Organisation name:	
Date:	

Completed forms together with the TOR are to be submitted by the Commissioner of review to [QRS.Tullamore@hse.ie](mailto:QRS.Tullamore@hse.ie) (Quality Risk & Safety) **and copy the relevant CHO/Hospital Group/NAS/NSS Lead for Quality and Patient Safety.**

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## Appendix 2: Remuneration

The reviewer(s) nominated by the training body is acting as an advisor to the requesting organisation and must be compensated for his/her time.

The daily rate to be paid to the reviewers by the requesting organisation is €150 per hour or €1250 per diem.

The requesting organisation must agree to cover the following expenses:

- Travel – taxi, public transportation, private vehicle
- Parking and Tolls
- Accommodation
- Meals
- Telephone calls
- Meeting expenses

Receipts must be submitted for all expenses. Only original receipts will be accepted.

All expenses must be reimbursed by the requesting organisation within 4 weeks of submission.

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