



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Quality Improvement Division



QI TALK TIME

Building an Irish Network of Quality Improvers

Incident Management Framework 2018:

Exploring new approaches to incident
review

1pm Tues February 5th
2019

Connect

Improve

Innovate

Speakers

Loretta Jenkins and Siobhan Young:

work in the Office of Quality Risk & Safety within the Quality Assurance and Verification Division where they support the implementation of the Incident Management Framework.

Annette Logan:

has 15 years experience of working in Healthcare. She is a Quality & Patient Safety (QPS) Manager with Cork Kerry Community Healthcare and leads a team of quality and safety professionals. Annette is a quality improvement enthusiast and has completed a Masters in Quality & Safety in Healthcare with the Royal College of Surgeons Ireland (RCSI)

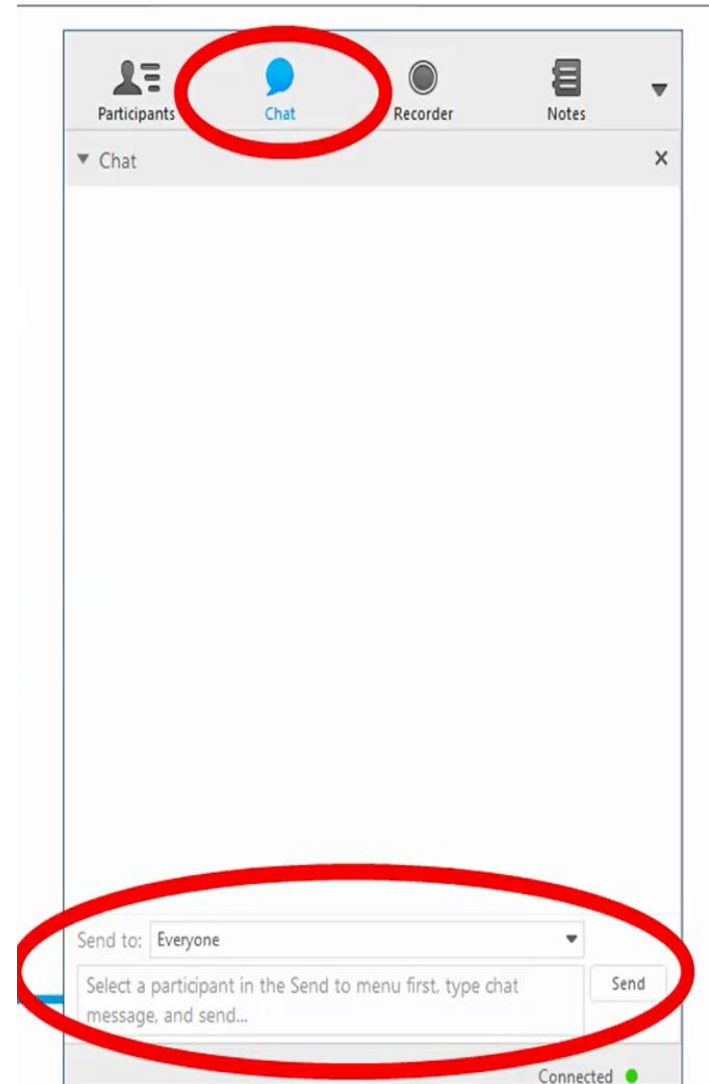
Onagh O'Grady:

is a QPS advisor in Community Healthcare West (Galway/Roscommon) covering Mental Health Services. She has been working in Healthcare since graduating as a Registered General Nurse and has experience working in Risk Management in both private and public, acute and community healthcare settings.



Instructions

- Interactive
- Sound:
Computer or dial in:
Telephone no: 01-5260058
Event number:847 206 411#
- Chat box function
 - Comments/Ideas
 - Questions
- Keep the questions coming
- **Twitter: @QITalktime**



Overview

- Context / Incident Management Framework
- Service perspectives
- Training to support the Review Panel Approach
- Q&A



Incident Management Framework

The IMF applies to all incidents occurring in publicly funded health and social care services provided in Ireland including but not limited to:

- Hospital Groups
- Community Health Organisations
- National Ambulance Service
- National Services e.g. National Screening Services, National Transport Medicine Programme
- HSE Funded Care e.g. Section 38/39 agencies



Incident Management - Six Step Process

1. Prevention through supporting a culture where safety is a priority
2. Identification and immediate actions required
3. Initial reporting and notification
4. Assessment and categorisation
5. Review and analysis
6. Improvement planning and monitoring





Approaches to Review



AFTER ↺

ACTION ↻

REVIEW ↺

Review Panel Approach

- Used to review Category 1 incidents
- Senior accountable officer commissions review
 - Develops Terms of Reference
 - Nominates case officer
 - Identifies panel members
 - Convenes Serious Incident Management Team



After review panel has been established:

- Case officer
 - Liaises with chair and gathers information for case report including output of family meeting, staff recollections and notes of any meetings with staff
 - Agrees a date for review panel to meet
 - Circulates case report to panel a week before their scheduled meeting
- Case report includes
 - Background relating to service user and service history
 - Chronology of events leading up to the incident
 - Detail of immediate steps taken in relation to the incident management

At the meeting, the case officer

- Provides a short overview of systems analysis and the process
- Presents the case report
- Facilitates the panel to discuss the case and evidence provided to
 - Reach consensus on key causal factors
 - Identify contributory factors using Yorkshire Contributory Factors Framework
 - Address any questions that service user / family raised
 - Consider recommendations

After the meeting,

- Case officer drafts review report for panel to review
- Circulate drafts to people involved
- Meeting arranged with service user / family to:
 - Discuss report
 - Ensure any issues raised by them have been included
- Case officer meets with chair
- Report goes to SIMT as per governance approval process



Review Panel Approach

Strengths

- Ⓢ Comprehensive and thorough
- Ⓢ Incorporates principles of systems analysis
- Ⓢ Supports patient safety by identifying key causal factors and contributory factors
- Ⓢ Involves perspectives of a multidisciplinary panel of subject experts

Weaknesses

- Ⓢ Appointing the panel of subject matter experts can be challenging for some services

Challenges

- Hesitation about using a new approach
- Reassuring the SIMT
- Selecting appropriate panel members
- Complexity of the case
- Delay in starting a review process
- Managing expectations
- Keeping within the agreed timelines



What worked well?

- Terms of Reference
- Case Officer
- Family liaison person
- Communication
- Input from the family/service user
- Staff co-operation
- Availability of documentation/information
- Keeping to the agreed timelines
- Approach is underpinned by systems analysis methodology



Essential requirements

- Preparation is key!
- Time to review documentation prior to panel review meetings
- Case Officer guidance and support
- Stick to the process
- Engagement with key stakeholders
- Communication



Review Panel Experience in



Learning

- The case officer plays a critical role
- Input from the family/service user enabled the review panel to answer relevant questions which may not have been otherwise addressed.
- Less confrontational approach for staff, service users and the review panel.
- Family / service user involvement aided the process.
- Timely access to information is essential





Review Panel Approach in Community Healthcare West

- New method for reviewing Category 1 incidents under the IMF
- Consider if it is appropriate to the incident:
 - SIMT must consider which approach is best for each specific incident.
 - Complexity of the case based on the preliminary assessment
 - Number of staff/services involved

My Experience

- Exciting and daunting
- Very positive experience underpinned by systems analysis methodology
- Delayed due to unforeseen issues

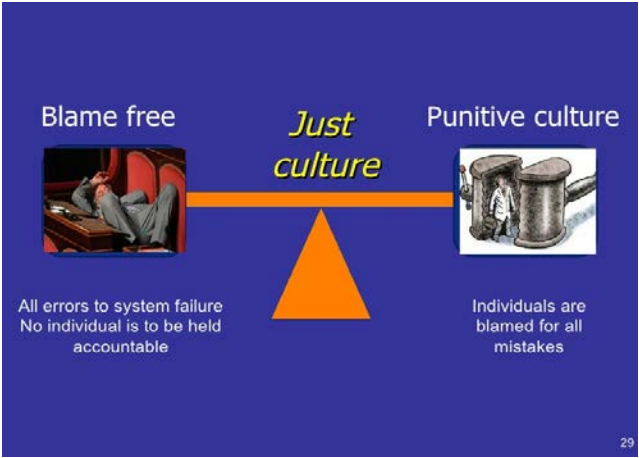


Challenges

- Preparation is key
- Trying to obtain information relating to clinical aspects in advance of the first meeting
- Review Panel may not understand the concept of systems analysis
- Time – advise in advance that a few meetings may be necessary
- Agree to blend the approach if necessary



Benefits



Learning/Tips for Case Officer – Pre Meeting

- Preparation is Key
- Ask Commissioner to agree chair of the review
- Gathering and mapping information well in advance
- Send case report to review panel approx. 2 weeks in advance of agreed meeting date
- Request them to read through the data to identify any additional information they may require and revert at least 1 week in advance of meeting



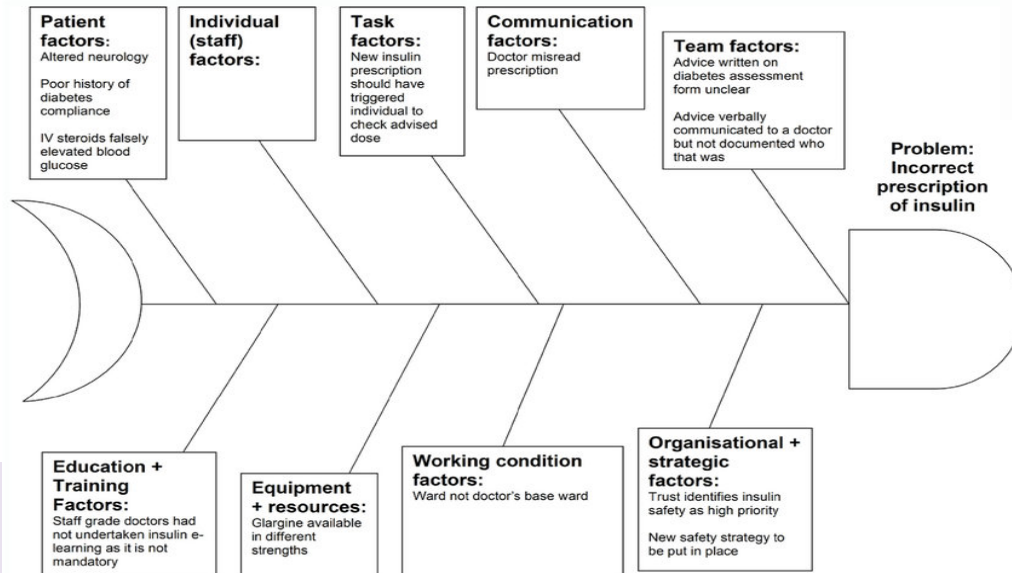
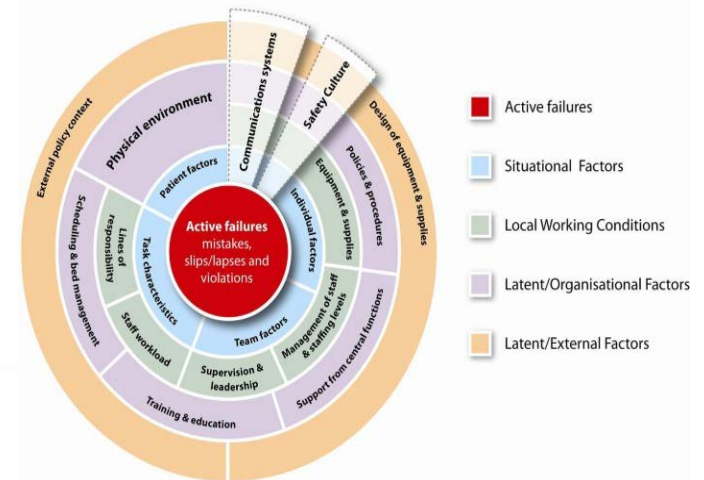
Learning/Tips for Case Officer – at meeting

- Be prepared to provide some education to the panel on Systems analysis concepts (Quick presentation, cue cards etc)
- Read through the chronology, allowing review panel to comment on their respective area of expertise
- Bring relevant documents including PPPGs to meeting
- Have definitions with you – Key Causal Factors, Incidental Findings and Contributory Factors)
- Use Post its, flip chart
- Be flexible within the framework

Useful Props

- Flip chart/ markers
- Post its
- Definitions
- Hand-outs on Contributory Factor Framework
- Fish bone diagram

The Yorkshire Contributory Factors Framework



Training

Training to support the review panel process:

- Managing an Incident
- Introduction to Systems Analysis
- Facilitation Skills

Incident Management Framework and Support Documents available at:

- <https://www.hse.ie/eng/about/qavd/incident-management/>

Helpful links

Framework for Improving quality

www.qualityimprovement.ie



Improvement Knowledge
and Skills Guide



<http://www.hse.ie/eng/about/Who/QID/aboutQID/>

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Next QI Talktime:

Tuesday 19th February

Incident Management Framework:
After Action Review

Thank you from all the team @QITalktime

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