New Client Incident Management System

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Client Incident Management System

Fax Replacement Project

- Utilising current Client Incident Reporting System
- Incident reports completed in accordance with current organisation & DHHS procedures
- Rather than faxing, able to lodge via the Funded Agency Channel
- If e-mail address provided, a confirmation e-mail will be sent
- Faxing of Incident Reports will continue to be supported until at least 31 December 2016

Client Incident Management System

Scope

- Will apply to all department delivered services and funded organisations, except those that report through VHIMS.
  - community health services (that do not report through VHIMS)
  - alcohol and drug treatment services
  - mental health community support services
  - home and community care services (for people aged under 65 and for Aboriginal people aged under 50)
  - community dental services
  - community palliative care services
  - child protection
  - out-of-home care services
  - youth justice
  - disability services
  - public housing and homelessness assistance
  - aged care and carer's support services

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Responding to an Incident

- Immediate Response
  - Ensure the safety of the Client, Staff and any other parties
  - Report alleged criminal acts to Victoria Police and preserve evidence
  - Contact key support person
- Ongoing Support
  - Promote and assist a client's recovery from the incident
  - Ensure a client's on-going wellbeing and safety

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Reporting an Incident

- Major Impact Incidents
  - Unanticipated death of a client
  - Severe physical, emotional or psychological injury or suffering which is likely to cause ongoing trauma
  - A pattern of incidents related to one client which, when taken together, meet the level of harm above
- Non-Major Impact Incidents
  - Physical, emotional or psychological injury or suffering, without resulting in Major Impact incidents
  - Impacts to the client which do not require significant changes to care requirements
  - Incidents that involve a client but result in minimal harm

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Reporting an Incident

- Major Impact Incidents
  - Notify divisional offices within 24 hours
  - Record details on client incident register
- Non-Major Impact Incidents
  - Capture key details on client incident register
  - Incident data provided to divisional office on a monthly basis

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Reporting an Incident

- Multiple Service Providers
  - Service provider first becoming aware of the incident is responsible for ensuring the client's safety and completing the incident report
  - Unless, by mutual agreement, a more appropriate service provider takes over the responsibility
  - Must ensure that the lead service provider is informed

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Investigating an Incident

An investigation is a formal process of collecting information to ascertain the facts about an incident, which may inform any subsequent criminal, civil penalty, civil, disciplinary or administrative sanctions.

In the context of this policy, the purpose of an incident investigation is to determine whether there has been abuse or neglect of a client by a staff member or another client, in relation to an allegation in a client incident report.

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Reviewing an Incident

A review is an analysis of an incident to identify what happened, determine whether an incident was managed appropriately, and to identify likely causes of the incident and to apply subsequent learnings to reduce the risk of future harm.

Reviews may be carried out by service providers (including the department) or external bodies.

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Investigating/Reviewing an Incident

- Service Providers
  - Greater responsibility for incident investigations and reviews
  - Will need to be resourced appropriately
  - Staff will need to be trained in appropriate investigation & review techniques
  - May need to appoint an external investigator
- DHHS
  - Confirm proposed investigation/review action
  - May require a joint investigation/review under certain circumstances

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High level data analysis framework

Analysis and learning includes monitoring and acting on trends identified through the analysis of incident information to enhance the quality of service and supports to clients.

Reporting, investigating, reviewing and analysing incidents enables service providers to review and assess the way in which an incident has been managed, to implement improvements, minimise risk and embed a continuous improvement approach which involves the client within service delivery. This in turn supports better client experience and outcomes.

- *DHHS to provide diagnostic analysis reports to service providers*
- *Service providers to report to their Boards the diagnostic analysis reports*
- *Six Monthly workshops to discuss the finding of the diagnostic analysis*

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Next Steps

- *Sector Readiness & Capability Survey – Week beginning 18 July 2016*
- *DHHS currently reviewing all feedback received so far*
- *Implementation timeframe to be finalised within next month*
- *Full implementation by July 2017, with potential for staged introduction leading up to July*
- *CIMS IT System??*