

 <b>BAY OF PLENTY</b> DISTRICT HEALTH BOARD HAUORA A TOI	Policy Name: <b>Incident Management</b>	Policy No: 2.1.4 Issue Date: Jun 2022 Review Date: Jun 2023
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## INCIDENT MANAGEMENT

### POLICY STATEMENT

Bay of Plenty District Health Board (BOPDHB) will comply with the National Adverse Events Reporting Policy 2017, New Zealand Health and Disability Services and with the legislative requirements as stipulated in the Health and Safety at Work Act 2015. All incidents, healthcare and other, that occur within BOPDHB facilities and / or services or affecting BOPDHB employees at work, will be reported and investigated using robust processes to ensure lessons are learnt and recommendations are actioned.

### PURPOSE

The purpose of the policy is to:

1. Provide governance that clearly outlines all BOPDHB responsibilities in incident management
2. Ensure consistency in the approach to incident management across BOPDHB health services
3. Provide a system that facilitates the identification, reporting, reviewing, monitoring and evaluation of all incidents in a timely and effective manner
4. Ensure those involved in, or affected by, incidents receive appropriate assistance and support
5. Ensure organisational learning from incidents, including near-miss events and system failures, to mitigate future risk
6. Increase awareness of reporting requirements and related legislation

### PRINCIPLES

This policy is underpinned by the following principles:

1. *Obligation to act* - key stakeholders acknowledge and understand their roles and responsibilities in the incident management.
2. *Just culture* - incidents are reported and acknowledged without fear of blame or retribution and individuals are treated fairly in an open and honest manner.
3. *Prioritisation of action* - investigation of incidents is prioritised by the health service in order to facilitate timely and effective reviews of high impact incidents.
4. *Emphasis on learning* - a focus on learning from incidents as a means to improve the quality and safety of care across BOPDHB publicly funded health services.

### EXCLUSIONS


There are no exclusions.

### LEGISLATION

BOPDHB must comply with the following legislation (this list is not exclusive):

- Health and Safety at Work Act 2015

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Policy Steward: Executive Director, Health Quality & Safety	Authorised by: Chief Medical Officer	

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- Human Rights Act 1993
- Privacy Act 1993
- Employment Relations Act 2000
- Treaty of Waitangi Act 1975
- Health and Disability Sector Safety Act 2001

## REFERENCES

- [National Adverse Events Reporting Policy 2017, New Zealand Health and Disability Services, Health Quality & Safety Commission](#)
- [Always Report and Review list 2018–19, NZ Health Quality & Safety Commission](#)
- [Midland DHB SAC Assessment Criteria](#)
- [Maternity Severity Assessment Code \(SAC\) examples 2018 - 2019](#)
- Health and Disability (Safety) Act 2001
- Health and Disability Sector Standards NZS8134:2008
- [Guidelines on Open Disclosure Policies, Health and Disability Commissioner, Revised December 2009](#)
- [Health and Safety at Work Act 2015](#) and [Regulations 2016](#) (reprinted 2017)
- Employment Relations Act 2000 (and regulations)
- Health Privacy Information Act Code 1994
- Health and Disability Commission 'Code of Rights'
- [Worksafe NZ – What is a notifiable event](#)

## ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 2.1.4 protocol 1 Clinical Incident Management Processes
- Bay of Plenty District Health Board policy 2.14 protocol 4 Incident Management – Employee & Contractor Health and Safety Incident Management Processes
- Bay of Plenty District Health Board protocol CPM.M3.7 Medication - Incidents
- Bay of Plenty District Health Board policy 6.3.5 Falls – Risk Reduction and Management of Inpatient Falls
- Bay of Plenty District Health Board policy 6.3.5 protocol 1 Falls – Risk Reduction and Management of Inpatient Falls - Standards
- Bay of Plenty District Health Board policy 2.5.1 Health Information Privacy
- Bay of Plenty District Health Board policy 5.3.1 Health and Safety
- Bay of Plenty District Health Board policy 1.3.1 Complaints Management
- Bay of Plenty District Health Board policy 3.50.05 Protected Disclosures
- Bay of Plenty District Health Board policy 6.6.1 Death of a Patient
- Bay of Plenty District Health Board policy 1.4.4 Cultural Safety - Maori
- Bay of Plenty District Health Board. Incident Management form
- Bay of Plenty District Health Board Incident Reporter Quick Reference Guide
- Bay of Plenty District Health Board Incident Reviewers Quick Reference Guide
- Bay of Plenty District Health Board Risk and Hazard Quick Reference Guide Management

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