

Northern Health Aged Care Incident Management

We promise to keep you safe and deal with anything that goes wrong. Our system is set up to find out what went wrong with our procedures or systems, not who was at fault. An incident is anything that causes or could cause harm to you or someone else. This could include a fall, an injury or abuse. This will explain how we manage incidents at Northern Health

How can you raise an incident?

If you see something, say something. You or a supporter can report your concern to any aged care worker, any time. You will not get in trouble for reporting a mistake, an accident or a safety concern.

If you need help reporting your concern:



Interpreters:

- TIS National on 131 450
- Aboriginal Interpreter Service (AIS) 1800 334 944.



Advocates:

- Older Persons Advocacy Network (OPAN) on 1800 700 600
- There is no charge for using these services.

What happens after an incident?

1



We will provide immediate care

- We will make sure you are safe and get the immediate help you need
 - A senior staff member will talk to you or your supporter to:
 - Explain what happened
 - Apologise for what went wrong
 - Keep you informed on the investigation
- This is also known as *open disclosure*.

2



We will record the incident

- The incident will be recorded in our private safety system so we can see if there are any trends.
- We assign a severity level to the incident - from level 1 to level 4
- Level 1 and 2 are very serious and will undergo an in-depth investigation.

Extra protection for Serious Incidents:

- Our staff will report all allegations of sexual assault or assault to the police.
- We report all serious incidents to the Aged Care Quality and Safety Commission.

3



We will review the incident and make improvements

- We will figure out what went wrong and suggest ways to prevent it from happening again.
- We encourage you and your advocates to take part in our review panels. Your experience helps us fix our system.
- We use these recommendations to make changes to the way we do things.
- We check on the changes within 6 months to see if they have worked. If it doesn't, we will continue to make improvements.