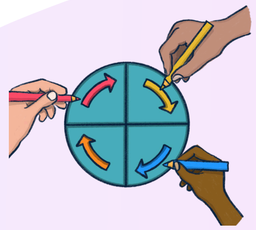
From Incidents to Improvements

Something has gone wrong

- Refer to your local policies and procedures

Report

- It is important to report all incidents and near misses as soon as possible
- The goal is to improve safety, not to assign blame



Learnings

- Develop a collaborative plan to implement learnings and recommendations
- Ongoing evaluation to ensure continuous improvement

Ongoing system and service improvements

Improving the experience and outcomes for consumers, family, carers, staff and communities

Close the loop

- Provide feedback to those involved in the incident; including consumer, family, carers, staff and stakeholders

What happens then?

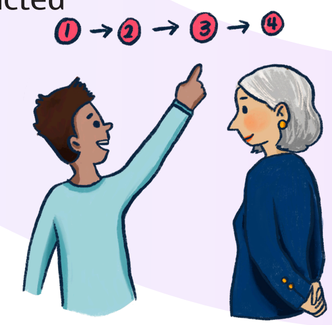
- Leaders and quality team review and support ongoing process

Incident review

- Review panel may include independent panel members and other services
- Findings and recommendations for system improvements are made

Incident check-in

- Leaders will check-in with staff and offer support
- Identify who has been impacted
- Consider open disclosure process



Information gathering

- Conversations with people and services involved
- Incident timeline developed

Poster design & illustration by Monique Gabrielle Illustration

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