Healing, learning and improving from harm

Te whakaora, te ako me te whakapai ake i te kino

ARR = Always report and review **SAC** = Severity Assessment Code Published by Te Tāhū Hauora Health Quality & Safety Commission, June 2023, and available online at www.hqsc.govt.nz

Te Tāhū Hauora

System learning Joral, regional, national learnings SAC rating for improvement, monitored Establish provisional SAC rating. by local governance to monitor. Submit Part A to Te Tāhū Hauora nau partier of restorative practice or cider the use of review the harmonicider the rongo to review the harmonicider the rongo within 30 working days. Across SAC events complete the Te Tāhū Hauora learning template for nationally relevant learning. Health care worker, Safe reporting Close the loop Keep all stakeholders Consumer This is a voluntary approach updated on progress. that consumer and whānau may and whānau Share and evaluate the choose to meet their needs. learning and quality actions for Provider with responsibility for Document agreed learning and improvement. care to discuss harm with the actions for improvement with the consumer and whānau. Evaluate actions for approval of all those involved. improvement for effectiveness Consider appropriate tikanga for and unintended consequences. engagement and use discussion to help inform the SAC rating. Address whānau needs from Undertake a learning a review and respect their Support the consumer, review (preferred method). readiness to engage. whānau and the health care worker(s). Use standardised local Restorative practice | Hohou te tongo templates to review falls and pressure injuries. Final SAC rating based on harm experienced not learning opportunities Develop learning opportunities that arise. and actions for improvement. Submit Part B and anonymised Share draft report with consumers, Look for trends to report within 120 working days. whānau and health care worker(s) cluster reviews. involved for feedback Share anonymised learning Discuss solutions using before finalising. review report and the experience of those implement actions. on the front line. Develop learning and quality actions for improvement. SAC 3, 4 and ARR Open communication

Culturally responsive