

## Rate severity of adverse events on ACTUAL outcome (near misses are rated SAC 4)

# HEALTH QUALITY & SAFETY COMMISSION NEW ZEALAND

#### Severe

Death or permanent severe loss of

- not related to the natural course of the illness
- differs from the immediate expected outcome of the care management
- can be sensory, motor, physiological, psychological or intellectual

## Major

Permanent major or temporary severe loss of function

- not related to the natural course of the illness
- differs from the immediate expected outcome of the care management
- can be sensory, motor, physiological, psychological or intellectual

#### Moderate

Permanent moderate or temporary major loss of function

- not related to the natural course of the illness
- differs from the immediate expected outcome of the care management
- can be sensory, motor, physiological, psychological or intellectual

#### Minor

Requiring increased level of care including:

- review and evaluation
- additional investigations
- referral to another clinician

#### Minimal

- No injury
- No increased level of care or length of stay
- Includes near misses

SAC<sub>1</sub>

SAC 2

SAC 3

YES

SAC 4

## STEP 1: Report event to Health Quality & Safety Commission ('Commission')

- Complete adverse event brief: part A1 with chief executive (or equivalent) sign-off
- Send adverse event brief: part A to Commission within 15 working days of notification of event to provider

## Is the event on the Always Report and Review list?

learning system

NO

### STEP 2: Review event and send summary of findings to Commission

- Select review methodology
- Establish review team members
- Offer involved consumer and whānau the opportunity to share their story
- Consider independent consumer representation in review process
- Develop recommendations and action plan with assigned responsibilities
- Share review with involved consumer and their whānau
- Complete adverse event brief: part B<sup>2</sup> with chief executive (or equivalent) sign-off
- Send adverse event brief: part B to Commission within 70 working days of notification of event to provider

For national learning - organisations are encouraged to send non-identifiable, full review reports to Commission

STEP 1: Report event within organisation's reporting, review and

**STEP 2:** Review event according to organisational review guidance

**STEP 3:** Share lessons learned and actions taken; this includes sharing with involved consumer and their whānau

## For national learning - organisations are encouraged to complete the adverse event shared learning tool and send to Commission for:

- near miss events with high potential for causing serious harm
- adverse events rated SAC 3 or 4 where there is value for national learning
- other system issues that should be alerted at a national level

Maintain an actions register, linked to organisational governance structures, to ensure review learnings are actioned and monitored for progress, including updates to involved consumers and whānau

- 1 See: www.hqsc.govt.nz/ourprogrammes/adverse-events/ publications-and-resources/ publication/2939.
- 2 See: www.hqsc.govt.nz/ourprogrammes/adverse-events/ publications-and-resources/ publication/2940.

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