

# 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



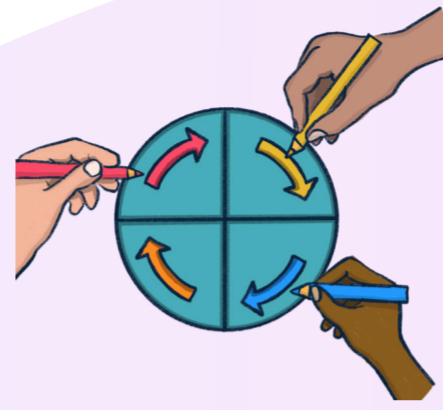
## What happens then?

- Leaders and quality team review and support ongoing process



## Incident check-in

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



## 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



Poster design & illustration by Monique Gabrielle Illustration

## Close the loop

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

## Incident review

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

## Information gathering

- Conversations with people and services involved
- Incident timeline developed



Developed in partnership with:

