Transcript

Aged Care Quality and Safety Commission

Benefits of Effective Incident Management

**Presented by:**

Nicola Dunbar

National Manager, Aged Care Quality and Safety Commission

[*Opening visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Engage’, ‘Empower’, ‘Safeguard’, ‘Benefits of effective incident management’*]

[*The visuals during this video are of Nicola Dunbar speaking to camera, with text appearing on screen in relation to what is being said at the time*]

§(Music Playing)§

**Nicola Dunbar:**

Hi. I’m Nicola Dunbar, the National Manager for Organisational Development at the Aged Care Quality and Safety Commission. This short video is part of a series that explains important information about the Serious Incident Response Scheme, or SIRS.

Under SIRS approved providers of residential aged care and flexible care delivered in a residential setting need to have an effective Incident Management System, or IMS. An effective IMS supports providers to deliver safe, quality care for their consumers. It does this by making it easier for providers to identify risks to their consumers and to put in place strategies to mitigate future risks and prevent incidents.

[*Text saying ‘Identify risks’, ‘Mitigate future risks’, ‘Prevent incidents’*]

In addition information from an IMS can inform care assessment and planning and identify training needs to support staff with their work.

[*Text saying ‘Inform care assessment and planning’, ‘Identify training needs’*]

When an Incident Management System is built into the way a provider delivers care it can help to drive the development of a positive culture of consumer-centred care and continuous improvement.

[*Text saying ‘Consumer-centred care’, ‘Continuous improvement’*]

[*Text saying ‘Culture’*]

Let’s start with culture which is reflected in the attitudes, expectations and behaviours of all staff working in your organisation. Incident Management Systems are only effective when everybody at the service, including residents and visitors and particularly staff, feel safe and supported to speak up when an incident occurs and are willing to work together to learn from mistakes. This kind of blame free culture recognises that incidents are rarely caused by a single person or error and allows providers to focus on preventing incidents, and when they occur ensuring they don’t happen again. An effective IMS supports a culture that allows providers to respond to incidents, to learn from them, and to lower the risk of incidents in the future.

[*Text saying ‘Continuous improvement’*]

This is linked to continuous improvement. Incident management is not only about immediately responding to each incident, but also about taking the time to understand the underlying issues. This will allow providers to continuously improve the quality and safety of the services they deliver. An effective Incident Management System produces a cumulative benefit with the data and lessons from each incident building on the last, to give providers a clear view of the risks inherent in their practice and allowing effective, targeted change to improve the quality and safety of their care and services.

[*Text saying ‘Consumer-centred care’*]

Fundamentally an IMS when used appropriately is aimed at ensuring that residents can enjoy a good quality of life in a service where they are safe and free from harm. The voices of consumers are essential for an effective IMS, helping to both prevent incidents and respond to them.

In line with principles of open disclosure providers must ensure that consumers affected by an incident are directly involved in the decisions and actions taken following an incident. Providers must consult affected consumers at each step of the journey to understand and resolve incidents and listen carefully to what the consumers are telling them about how to improve care. An effective Incident Management System can build trust in the provider and help consumers to feel safe, valued and connected.

[*Text saying ‘www.agedcarequality.gov.au/sirs’*]

The Commission is here to help you understand your obligations under SIRS and to provide information and resources you can use to ensure your compliance with these obligations. To access the Commission’s guidance materials and other videos in this series please visit our website.

[*Text saying ‘learning.agedcarequality.gov.au’*]

You can also find online learning activities about SIRS on our Aged Care Learning Information Solution ALIS.

§(Music Playing)§

[*Closing visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Engage’, ‘Empower’, ‘Safeguard’, ‘www.agedcarequality.gov.au/sirs’*]

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