# Discussion Paper: Incident Learning

*For inclusion in your governing body meeting papers, and discussion in your next meeting.*

**Meeting date:** Click or tap here to enter text.

**Agenda item number**: Click or tap here to enter text.

**Paper type**: For discussion

**Identifying, reporting, reviewing and addressing incidents**

An incident management system is not designed to eliminate all risks and incidents. Rather, it provides a system to reduce the likelihood and occurrence of risks. This will assist in ensuring that incidents are appropriately responded to, recorded and that agreed actions for change following an incident are implemented and drive improvements.

Fostering a culture of incident learning across the workforce

All staff, including clinical and non-clinical staff, must understand the incident management and reporting system and be encouraged to take an incident learning approach, in order for the system to be effective. It is important to also include a debriefing process following the reporting and review of incidents which considers the involvement of the consumer and/or an advocate (if applicable). A culture of incident learning that is transparent and supports a ‘blame-free’ culture without fear of reprimand can:

1. Empower consumers and staff to identify, report, and respond to incidents appropriately with a focus on the safety of consumers.
2. Promote collaboration on solutions to improve service delivery.
3. Increase consumer and community confidence in the organisation’s ability to deliver safe, high quality, consumer-centred services sustainably and in line with community expectations.

BEFORE THE MEETING

To ensure the most productive discussion within the governing body meeting:

* Complete **Module 6: Incident Learning** (20min)
* Complete **Module 13: Clinical Governance** (20min)
* Read **Topic Guide – Incident Management & Reporting** (10min)

Review **incident data and policies and procedures** **specific to your organisation** including for example:*incident management**dashboards, policies relating to incident identification and investigation, serious incident procedures (including incident escalation protocols), mandatory training and communication protocols*.

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| QUESTIONS FOR DISCUSSION1. How do we foster and promote a culture of open disclosure and incident learning across our workforce?
2. What evidence do we have that all staff feel comfortable reporting incidents and understand their mandatory reporting responsibilities?
3. What do incidents at all risk levels, or trends in incidents, tell the governing body about strategic improvements or changes (including consideration of the Serious Incident Response Scheme) that need to be made?
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You might also find it useful to check out the Topic Guide on **Quality in Aged Care** and the podcast **titled The Future of Dementia in Aged Care.**