Event Management Process for Adverse Events Flowchart

& Triage

- Event Form submitted into event management system.
- Directorate Leadership Team to triage harm (Support provided by PSA).
- DLT to confirm event rating within 2 working days and reclassify if required.
- Lead reviewer(s) to be determined by panel (CMDO, CNMO and CAHPO) ASAP.
- AEB Part A completed and sent to HQSC within 15 days (by PSA and PSCCM).
- •ToR developed for review team (by PSA and CMDO). 2. Confirmed
 - Open communication with patient &/or representative (Letter A and phone call by DLT if required).

3. Review

AE (HSLT)

- Prepare timeline.
- Meet with review team.
- Provide support and advice regarding process and methodologies.
- Review final draft (within 60 days)

Leadership **Team**

- Ensure initial open communication process is complete and key contact assigned.
- Ensure staff involved have appropriate support (Critical incident debrief/Occ health EAP).
- Review final draft of review.
- Recommendations agreed. Ensure they are achievable and have associated timelines.
- Final report to be sent to PSA.
- DLT retain responsibility for managing recommendations to completion.

5. CREAG

- DLT final review to CREAG.
- Presented by representative(s) of the DLT and lead reviewer (if appropriate).
- CEAG to approve final review.
- · Identify learnings.

Directorate Leadership Team

- Assign recommendations to appropriate staff to implement.
- Manage implementation to completion within agreed timelines.
- Report progress of implementation to PSCC Administrator monthly.
- Open communication with patient &/or representative (Letter B with a copy of review and executive summary - PSA will assist).

PSCC

8. Patient

Advsior

- Email reminders to DLT for updates of progress for recommendations.
- Update recommendations database monthly and as appropriate.
- Provide updated documentation for CREAG agenda at 3 and 6 months.
- Complete AEB Part B and send to HQSC within 70 days.
- Update Adverse event database.
- Support open communication process.
- Facilitate sending copies of review to external bodies as required.
- Complete learning reports & trend analysis as appropriate.

Key: AEB - Adverse Event Brief, DLT - Directorate Leadership Team, PSA - Patient Safety Advisor, PSCCM - Patient Safety & Clinical Compliance Manager

Relevant polices: Event Management OPM002, Event Management Guideline OPM123, Open Communication OPM111, Employee Assistance Programme PPM028