Event Management Process for Adverse Events

1. Submission & 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.

2. Confirmed

SAE (HSLT)

- 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).
- Open communication with patient &/or representative (Letter A and phone call by DLT if required).

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

4. Directorate 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. CEAG

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

6. 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).

7. PSCC Administrator

Safety Advsior

- Email reminders to DLT for updates of progress for recommendations.
- Update recommendations database monthly and as appropriate.
- Provide updated documentation for CEAG agenda at 3 and 6 months.

8. Patient

- 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 and Clinical Compliance Manager