



# After a serious clinical incident

This information is designed to help you or your family, carer or friends as a starting point after a serious clinical incident in a hospital or healthcare facility.

We understand the distress this event has caused you and your family. We are committed to finding out what happened, why it happened and how we can make changes to prevent or reduce the risk of a similar incident occurring again.

You can speak to us at any time. We will answer your questions as best as we can.



## Your dedicated contact person

We have assigned a dedicated contact person to help you during this time.

Dedicated contact person
Name
Position
Phone number
Alternate phone number
Email address
Days and hours of work

Your contact person will be in touch to help you understand any meetings, reviews and investigations that might take place. You can choose if you want to be part of the process – and to what extent.

If you agree to be involved, your dedicated contact person will be in regular, ongoing communication with you and connect you with the right people to answer your queries.

Access to additional support such as translators and pastoral care services is also available.

## Open disclosure

Open disclosure provides an opportunity for you to talk about your experience. This conversation is led by a different team to your medical treatment team.

## Reviewing the incident

A team of clinical staff – not involved with the incident – will talk to the people involved and gather all relevant information.

Your personal experience of the incident is an important part of the review process. You and your family and friends are invited to share what you saw or experienced.

This review is not focused on misconduct. This will be covered in a separate process if there are concerns related to staff performance or conduct.

## Draft report

Once the review is complete, a draft report will detail what happened and probable reasons why. The report can sometimes be technical, so it can be helpful to review it with your dedicated contact person and/or the open disclosure team.

You and your family will be invited to meet with the healthcare service to talk about the report findings.

## What happens next?

The final report will include recommended changes designed to prevent a similar incident happening again. A staff member will be assigned to ensure the recommendations are implemented.

