

Map of documents and tools for Patient Incident Management and Open Disclosure

SA Health Patient Incident Management and Open Disclosure Policy Directive

Patient incident management

- Tool 1 - SLS guide – How to report a patient incident
- Tool 2 - Safety Assessment Code (SAC) matrix
- Tool 3 - SLS guide – How to manage a patient incident
- Tool 4 - Reporting and management requirements for Safety Assessment Code (SAC) 1 notifiable patient incidents – flowchart
- Tool 5 - Diagram of incident management and open disclosure
- Tool 6 - Glossary of terms

Open Disclosure (OD)

- Tool 1 - Quick guide to the open disclosure process
- Tool 2 - Saying sorry - A guide to expressing regret during open disclosure
- Tool 3 - Comprehensive guide to the open disclosure process
- Tool 4 - Open disclosure - Patients/consumers brochure
- Tool 5 - A guide for patients/consumers beginning an open disclosure process
- Tool 6 - Open disclosure flowchart for patients/consumers
- Tool 7 - Frequently asked questions about open disclosure
- Tool 8 - Safety Learning System (SLS) Topic guide for open disclosure
- Tool 9 - Open disclosure process checklist
- Tool 10 - Patient considerations
- Tool 11 - Staff considerations
- Tool 12 - Open disclosure meeting checklist
- Tool 13 - Open disclosure meeting planning and preparation tool
- Tool 14 - Documentation and discussion summary
- Tool 15 - Patient/consumer, family, carer and/or support person evaluation survey
- Tool 16 - Staff evaluation survey
- Tool 17 - Level 1 Open disclosure response flowchart
- Tool 18 - Level 2 Open disclosure response flowchart

SA Health [Lookback Review Policy Directive \(NEW\)](#) including action plan template

Root Cause Analysis (RCA)

SA Health Root Cause Analysis Policy Directive (NEW)

- Tool 1 - Root cause analysis (RCA) Reports and documentation requirements
- Tool 2 - Contributing factors classification
- Tool 3 - Root Cause Analysis flip chart
- Tool 4 - Letter to appoint a Root Cause Analysis (RCA) leader
- Tool 5 - Letter to appoint a Root Cause Analysis (RCA) team
- Tool 6 - Root Cause Analysis (RCA) agreement (team leader)
- Tool 7 - Root Cause Analysis (RCA) agreement (team member)
- Tool 8 - Information for interviewees
- Tool 9 - Report 1 – Public report template
- Tool 10 - Report 2 – Protected report template
- Tool 11 - Checklist
- Tool 12 - FAQ for consumers

Safety Learning System (SLS)

- > Safety Learning System (SLS) Key modules

Topic guides:

- > Challenging behaviour
- > Falls
- > Maternal and neonate
- > Pressure injury
- > Reporting alleged sexual assault or sexual misconduct and diagram
- > Restraint and seclusion

Related SA Health Policies and Guidelines

Complaint and Feedback Management Policy Directive
Part 7 SA Health Care Act 2008 Policy Directive

Coroners Process and Coroner Act 2003 Policy Directive
Privacy Policy Directive (final draft)

Reporting and management of incidents suspected or alleged sexual assault of an adult, or sexual misconduct by an adult within SA Health facilities and services Policy Directive

Guidelines for the Department of Health and Ageing Professional Indemnity (medical malpractice) Program

For more information

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