

INCIDENT MANAGEMENT POLICY

Bloom Speech Therapy

PART 1 – ABOUT THIS POLICY

We are committed to ensuring the safety of our clients and their families. At Bloom Speech Therapy we have an incident management system in place to ensure that all incidents are appropriately identified and managed, and improvements made where possible. We are also required to report certain incidents as stated in the Healthcare Quality, Complaints and Disputes Act (Wkkgz).

This practice uses the Safe Incident Reporting protocol drawn up by the professional association NVLF, in accordance with the Quality, Complaints and Disputes in Healthcare Act (Wkkgz). The safe incident reporting procedure aims to ensure that employees can report carelessness and incidents internally in a safe manner. The aim is to discuss carelessness and incidents and to learn from them. It benefits the quality of care by gaining insight into common carelessness and incidents (errors and/or accidents). Based on this insight, the healthcare provider can quickly and adequately take measures to reduce the chance of repetition and/or accumulation of carelessness or (near) incidents in the future.

This Incident Management System will be made available to and complied with by all employees/contractors of the Practice.

PART 2 – INCIDENT MANAGEMENT PROCEDURE

2.1 Incidents

All staff will report ANY incident that occurs, concerning the provision of services to a client to the practice owner or manager (Amy Hanna) as soon as they become aware of it. This includes any acts, omissions, events or circumstances that occur by our staff or the client, in connection with the provision of the support or service, that could cause serious harm, or risk of serious harm to either the client or another person.

Procedural fairness will be afforded to all involved in the incident.

2.2 Reportable Incidents

We are required to report certain incidents to the **Inspectie Gezondheidszorg en Jeugd (ICJ)** as stated in the Healthcare Quality, Complaints and Disputes Act (Wkkgz).

These include:

- **emergencies in healthcare** – serious events in which the client has died or suffered a seriously harmful consequence
- **violence in the care relationship** – events involving violence towards a client by a care provider/someone working on the provider's behalf or when there is violence between clients

- **dismissal of a healthcare provider due to dysfunction**

You can read more about reportable incidents (calamiteiten) [here](#).

We are required to report these within 3 working days after we have determined it is a reportable incident or if we are unsure whether it is reportable, within 6 weeks of the incident.

2.3 Immediate Action

It may be necessary to take immediate action following the identification of an incident. Immediate action may include:

- a) Immediate care to individuals involved in the event to prevent the harm from becoming worse. This may include notifying emergency services.
- b) Making the situation or environment safe to prevent the event reoccurring.
- c) Gathering information from other relevant persons involved in the incident or providing supports.

2.4 Notification and Documentation

Incidents will be documented within 5 business days of Bloom Speech Therapy becoming aware of the incident and documentation will be stored for a minimum of 7 years from the date of the report. In regards to a reportable incident that subsequently becomes a criminal offence, these records are required to be kept until the relevant statute of limitations expires.

Notification may include:

- a) The incident will be recorded within the participant's clinical file.
- b) The incident will be recorded within the Incident Management System.
- c) The information gathered about the incident will be shared with the participant and/or family/carer/guardian including steps already taken to resolve the incident or prevent future occurrences.
- d) If the incident is deemed a reportable incident, it will be reported to the Inspectie Gezondheidszorg en Jeugd (ICJ).

2.5 Investigation

The incident may be investigated further to identify possible contributors to the incident. This may include further discussions with other support providers, carers, the participant and the participant's family. Bloom Speech Therapy is responsible for ensuring analysis of the event and procedures occurs at the provider level.

2.6 Incident Assessment and Corrective Action

The speech pathologist will assess all incidents considering the views of the person affected by the incident and including:

- Whether the incident could have been prevented
- How well the incident was managed and resolved
- What, if any, remedial action needs to be undertaken to prevent further similar incidents from occurring, or to minimise their impact
- Whether other persons or bodies need to be notified of the incident.

2.7 Follow-up

The implementation of the Support Plan will be followed up and feedback from the participant and their informal and/or formal supports will be discussed. This may be completed face-to-face, over the phone or via written communication. The steps taken to respond to the incident by Bloom Speech Therapy will be assessed and this Incident Management Policy will be reviewed with any changes to be actioned. Providing the participant and/or their family/carers the opportunity to provide feedback is an important part of the process for reducing future incidents and improving incident management of future incidents. The relevant persons will be provided with the opportunity to give feedback on the management of the event.

PART 3 – INCIDENT REGISTER

The Incident Register comprises a spreadsheet outlining the following:

- Date and time of the incident
- Type of incident
- Location of incident
- Description of the incident including the injuries/impact on the person/s involved
- Is the incident reportable/not reportable
- How the incident was identified
- Who was present at the time of the incident including contact information
- What happened before, during and after the incident
- What actions were taken to resolve the incident/support the person/s involved
- Who was notified of the incident
- Further investigation and/or plan to prevent future incidents
- Follow-up information: has plan been implemented, feedback or ongoing support required from client
- Assessment of incident management including steps taken and procedure: comments/actions

PART 4 – REVIEW OF POLICY

This policy will be reviewed at least annually to ensure the process is providing an effective outcome for participants. Participant feedback will be considered.

We reserve the right to update our policies at any time without notice. The latest versions of our policies can be found at www.bloomspeechtherapy.nl/policies.

Version dated 2 November 2023