

Patient Safety

Incident Management



Open Disclosure for Healthcare Sector

Date
22 - 23 APRIL 2013

Venue
PUTRA WORLD TRADE CENTRE
KUALA LUMPUR



10 CPD HOURS
Nursing Division
Ministry Of Health
Malaysia

introduction

Effective healthcare risk management incorporates methods to understand when things have gone wrong during the course of clinical care and why they occurred. Robust, systematic incident and complaints management systems help managers and clinicians to develop valuable insights into underlying “root causes” which then guide development of the best solutions for future prevention. Open disclosure is an ethical process whereby effective communication with patients and family is undertaken following an incident to minimise further harm and to ensure they are informed about improvement efforts arising from investigation of the incident.

This workshop addresses one of the most important issues facing healthcare professionals, managers and policymakers today: how can we ensure that we provide the safest and highest quality health care services in an organised and accountable way.

Participants at this workshop will be able to develop their understanding of the skills, systems and methods required to conduct high quality incident and complaints management and effective open disclosure. These methods will include a range of theoretical and practical approaches to quality improvement and risk management.

The workshop will incorporate the following:

- *An examination of the current thinking on incident causation, systems science and human factors.*
- *An analysis of the causes and consequences of breakdowns in quality and safety and why these breakdowns are proving so difficult to remedy.*
- *A detailed review of the nine key stages of effective incident management*
- *The various operational components of an effective incident and complaints management systems, including key approaches to:*
 - reporting
 - prioritisation
 - investigation
 - classification
 - aggregated analysis
 - change management
- *Application of a number of the tools required to carry out robust investigations*
- *A structured, in depth discussion on the principles, practice, drivers and pitfalls of Open Disclosure*
- *The key success factors in implementing an incident management framework in a large, complex healthcare organisation.*

objective

To provide a state of the art pragmatic review of frameworks and methods for complaints handling, incident management and open disclosure in order to support and improve the quality of Healthcare in Malaysia.

target audience

- Directors of Government and Private Hospitals
- Directors of Nursing, Matrons and Nursing Managers
- Quality Leaders
- Clinical Leaders/Clinical Directors/Clinicians
- Human Resource Personnels
- Senior Management at Health Care Facilities

program benefits

This is a workshop with real-world implications, and as such is intended to balance both the theory and the practice of incident management. The major focus will be on the practical aspects of effective incident management that will support implementation in a healthcare organisation.



DAY 1

- 8.00 am Registration
- 9.00 am Introduction & Welcome including course outline
- 9.15 am Why Bother? Healthcare Quality and Incident Management
- 10.15 am Refreshment
- 10.45 am Complexity, Systems Science and Human Factors
- 11.15 am The Nine Steps of Incident Management
- 11.45 am Effective incident and complaints reporting - Barriers and Enablers
- 12.15 pm Severity assessment and prioritisation
- 12.45 pm Lunch
- 2.00 pm Incident investigation – methods, tools and approaches
- 2.30 pm Gathering information for the investigation
- 3.15 pm Refreshment
- 3.30 pm Root Cause Analysis Steps 1 to 3
- Re-creating an incident timeline
 - Identifying Primary Causes
 - Developing an incident causation model
- 5.00 pm Wrap up Day 1

DAY 2

- 8.00 am Welcome
- 8.30 am Root Cause Analysis Steps 4 and 5
- Developing causation statements
 - Formulating recommendations and an
- 10.15 am Action plan
- 10.45 am Refreshment
- 12.30 pm Open Disclosure workshop – approaches to Effective Communication
- 1.15 pm Lunch
- 2.00 pm Incident Classification and Aggregated Analysis
- 3.00 pm Organisational Learning and Driving Change
- 3.30 pm Refreshment
- 4.00 pm Differences between approaches to incident and complaints management
- 4.30 pm Wrap up and “where to next?”
- Finish



Mark Harris

Project Manager/ Consultant
Communio International Australia &
New Zealand

Bachelor of Applied Science (Physiotherapy)
University of South Australia

Postgraduate Diploma Public Health
(Distinction) University of Auckland

Masters in Public Health
University of Auckland

Mark has extensive experience in developing policy and systems for learning from healthcare incidents. Mark has worked with many teams to assist them in applying RCA methods to understand and prevent recurrence of adverse events.

Mark combines extensive clinical and managerial skills developed over 18 years in the New Zealand, United Kingdom and Australian health sectors. A registered physiotherapist specialising in acute neurology, rehabilitation and aged care, Mark has worked in a variety of senior roles and has led and managed healthcare teams to provide high quality services which are responsive to client needs and utilise available resources effectively. Mark also has experience in Occupational Health and Safety, leading an organisation wide initiative to reduce staff injury from manual handling and is well versed in the application of a systems approach to incident investigation and causation.

Mark also holds extensive experience in providing education programs and is skilled in the development and delivery of clinical training packages utilising adult learning techniques suited to the participant group.

Mark brings an advanced understanding of organisational learning in relation to incident management as he is currently undertaking his Masters in Public Health thesis, investigating the barriers and enablers to implementation of recommendations from incident investigations.

Highlights of Recent Experience

Mark was the project manager responsible for coordinating a component of a national Incident Management System which consulted widely across the health sector and produced a document outlining the requirements for an ICT system to manage incidents nationally. This work involved extensive communication with many segments of the health and disability sector and working closely with the project Executive Reference Group to generate a concept and specifications which captured the requirements of diverse stakeholder groups.

Mark has delivered Incident Management and Root Cause Analysis education sessions in many different settings, from large scale Area Health Services to smaller not for profit and non government organisations.

Mark has reviewed organisational incident management systems and led the development of new approaches to dealing with intractable issues such as poor adherence to incident reporting, variability in investigation process and poor follow through with investigation recommendations

Mark is also part of a national consultative group working to establish a consistent approach to classifying and investigating incidents and implementing this approach across large sections of the health and disability sector.

REGISTRATION FORM

PARTICIPANTS

DESIGNATION

EMAIL

1.
2.
3.
4.
5.

ORGANISATION

CORRESPONDING ADDRESS

CONTACT PERSON

SIGNATURE

TEL

FAX

EMAIL

TERMS & CONDITIONS

- 1. FOR PRIVATE SECTOR**
 - The organisers reserve the right to stop any registered delegate from taking part in the event if no proof of payment or an undertaking letter is presented.
- 2. FOR GOVERNMENT SECTOR**
 - A Local Order (LO) or Letter of Approval to participate must be presented before or during the event.
- 3. CANCELLATION POLICY**
 - For any cancellations, kindly inform the secretariat in writing / fax 3 days before the event, otherwise the conference fees will be billed. Replacement will / can be accepted. No refund for cancellation made after 17 April 2013.
- 4. REGISTRATION FEE**
 - **RM1,900.00 per delegate.**
RM1,650.00 (For EARLY BIRD Registration before 5 April 2013)
Fees to include Lunch, Refreshments and Workshop materials / documentation)
- 5. GROUP DISCOUNT**
 - **RM50.00** per delegate will be given for group registration of Five (5) or more from the same organisation (same time and same billing source).
- 6. PAYMENT MODE**
 - All Bank Draft / Local Order / Cheques must be crossed and made payable to
WORLDWIDE CORPORATE RESOURCES SDN BHD
- 7. BANK TRANSFER**
 - Bank - **Maybank Berhad**
Account Name - **Worldwide Corporate Resources Sdn Bhd**
Account No - **5140 5717 4708**

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INCIDENT MANAGEMENT

HRDF CLAIMABLE

The Fee is Claimable from HRDF under SBL Scheme (Subject to HRDC Policies and Procedures)



No Siri: 1378

* The organiser reserve the right to make any necessary amendments to the benefits of this workshop.