RVTS Critical incident and adverse event reporting guidance document

RACGP Profession Led Training

Introduction and intention

This document provides guidance for identifying critical incidents and adverse events, and the requirements for reporting to the RACGP (Royal Australian College of General Practitioners). This guideline relates to reporting by the Remote Vocational Training Scheme (RVTS) to the RACGP in the delivery of vocational training which are collectively referred to in this guideline as 'programs'.

Guideline intention

This guideline intends to assist RVTS in the reporting process related to critical incidents and adverse events. It includes identifying whether an event is required to be reported to the RACGP.

Definitions of an adverse event, what makes an adverse event a critical incident, and reporting requirements are detailed.

Roles

Role of RVTS

The RVTS plays a vital role in the delivery of programs. The RVTS supports and monitors the day-to-day wellbeing and progress of registrars and works closely with GP supervisors and training site staff. Due to these relationships, the RACGP recognises that the RVTS are well placed to manage adverse events and critical incidents which occur in connection to programs.

As per the RACGP / RVTS Accreditation Management Agreement, it is the responsibility of the RVTS to report adverse events and critical incidents to the RACGP in line with the guidelines below. Evidence of adherence to this is necessary for ongoing Training Organisation accreditation.

The RVTS are also required to educate registrars, supervisors and training sites on the need to notify them of adverse events, critical incidents and significant complaints or issues as listed below. Procedures, training and reminders should be in place to raise awareness and support understanding of reporting requirements.

Role of RACGP

Under its Australian Medical Council requirements, the RACGP has responsibility for ensuring that trainee safety and patient safety are protected. Critical Incidents and adverse events reporting are important for meeting this responsibility. Furthermore, national oversight and understanding trends in incidents and events impacting training provides the opportunity for quality improvement for all stakeholders involved.

In addition, the reporting process enables RACGP to contribute to effectively address the negative outcomes of a critical incident and to mitigate the consequent risks.

Relationship between RVTS and RACGP

The RACGP sees its relationship with RVTS as a mutually supportive one scaffolded by their contractual arrangements. The RACGP is keen to support RVTS in meeting training standards or obligations that include the duty of care by the RVTS to the registrar.

Definitions

For the purposes of this guideline, the following definitions are used.

Adverse Events

An Adverse event is any disruptive event that causes, or risks causing, significant harm to patients, registrars, GP supervisors, practice staff, training organisation staff, or associated stakeholders.

All adverse events must be reported to the RACGP. These may include events or circumstances including, but not limited to where the RVTS:

- undertakes an action to address a registrar deemed at risk;
- is notified of aggressive behaviour or threats of violence;
- receives and responds to a complaint or notice of concern related to the registrar;
- has a negative stakeholder relationship experience;
- experiences an adverse event impacting a patient;
- is aware of difficulties in the functioning of its program, particularly in its capacity to meet the program intent and/or requirements (staffing, systems, processes, etc.);
- has difficulty in resolving a grievance, a dispute, an appeal or a request for reconsideration

Critical incident

A Critical incident is any adverse event, which has resulted in a serious negative outcome for a patient, registrar, supervisor, practice staff, the Training Organisation and or its staff, the RACGP and or its staff, program reputation or any combination of these.

All critical incidents must be reported to the RACGP. Critical incidents include:

- Serious personal injury or death of a registrar
- Serious negative outcome for a patient managed by the registrar
- A serious threat of, or an actual sustained disruption to a Training Organisation's program activities
- Significant complaint or issue that may result in reputational damage for the registrar, Supervisor, practice, training organisation or the RACGP
- The involuntary removal of vocational training accreditation of a training site and/or GP supervisor
- GP supervisor or registrar notifications to Australian Health Practitioner Regulation Agency (AHPRA) (mandatory or voluntary) or the placing of conditions, undertakings, reprimands or notations on their registration
- Removal of a registrar from a training site under the Training Organisation's *Registrar at Risk* or similar policy.

Reporting

Reporting requirements:

All critical incidents and adverse events must be reported. Other issues and significant concerns are encouraged to be reported.

Updates on “open” critical incidents and adverse events are provided to the RACGP as requested.

Reporting process:

- Concurrent with managing a critical incident or adverse event, RVTS will -
- Discuss the situation or event with the relevant Censor, including outlining the steps undertaken by the RVTS following first becoming aware of the information.
- Document the event and subsequent management on the RACGP – RVTS Critical Incident and Adverse event report form.
- Send the completed report to criticalincidents@racgp.org.au

If the RACGP receive a report directly from an RVTS registrar, supervisor or training site, the report will be immediately forwarded to the RVTS Director of Training.

Monitoring

- All adverse events must be actively monitored by the RVTS until a satisfactory resolution is achieved.
- The relevant RACGP Censor and National Clinical Lead will liaise with the RVTS as required and be available for advice and support.
- Monitoring will form part of RVTS’s quality improvement processes. RACGP will request details of critical incident and adverse event quality improvement activities as a component of “schedule 3 reports” within the RACGP / RVTS Accreditation Management Agreement.
- A critical incident and adverse event register will be maintained by RVTS. This will be reviewed by the RACGP as part of Training Organisation Accreditation processes.

Communication

All email communication should be sent to the RACGP at criticalincidents@racgp.org.au. For any critical incidents, it is expected the RACGP will receive the report without any unreasonable delay, recognising the importance of the model of shared risk management, which is inherent in the delivery of RACGP education programs.

The RACGP will send an email acknowledgment of each report within 10 business days.

The RACGP will provide RVTS with the outcome of the internal review of each report and will provide RVTS with feedback within 20 business days. As a result of this review, the RACGP may:

- Ask for additional information, or clarification of information provided;
- Request to work with RVTS to support any ongoing situation of shared risk;
- Request that the RVTS provide periodic reports on the circumstances of shared risk where the incident may have an ongoing impact;
- Advising that the incident can be closed and no further action is required by the Training Organisation.

The RACGP will manage information in accordance with the RACGP Privacy Policy. The RACGP and the Training Organisation are required to share information relevant to the circumstances in order to meet mutual obligations in the delivery of programs. This will be for legitimate and justifiable training purposes that are within the bounds of training contracts and in accordance with privacy laws. Identification of parties involved allows accurate and timely support from the RACGP. Where there is uncertainty around identifying individuals in a report the Training Organisation should discuss this with the National Clinical Lead.

If any information shared by the RVTS to the RACGP as part of the reporting process is viewed as being potentially in conflict with privacy requirements, this should be discussed with the RACGP Clinical Lead.

The intention of any ongoing communication is to support RVTS and RACGP in meeting their obligation for safe and effective program delivery and to foster an increased appreciation of each other's risk management procedures and requirements.

Related documents

RACGP Accreditation Management Agreement

RACGP Standards for general practice training – Criterion 1.1.1.4

PEP Training Organisation Agreement

RACGP RVTS Critical Incident and adverse event report form