Reporting Adverse Events and Critical Incidents Guidance Document

1.0 INTRODUCTION

This document provides guidance for identifying adverse events and critical incidents and the requirements for reporting these to the RACGP.

2.0 DEFINITIONS

Adverse event	means any event which causes disruption to an organisation, creates significant danger or risk or where registrars, supervisors, practice staff, Regional Training Provider (RTO) staff, or patients feel unsafe, vulnerable or under stress.
Critical incident	an adverse event resulting in serious harm.
RACGP	Royal Australian College of General Practitioners

Adverse event and critical incident are practical conceptions of the definitions of the World Health Organisation's (WHO) *The Conceptual Framework for the International Classification for Patient Safety v.1.*

3.0 GUIDANCE

3.1 Background

Regional Training Organisations (RTOs) must report adverse events and critical incidents to the RACGP in line with the RACGP's Accreditation Management Agreement. While identifying critical incidents is relatively straightforward, further detail is provided below on identifying an adverse event.

3.2 Identifying an adverse event or critical incident

An adverse event or critical incident need not be a dramatic event; usually it is an incident which in some way has had an impact on personal or professional wellbeing, or professional or organisational operations/activity.

In the clinical setting, an adverse event might include:

- a medical emergency
- a difficult situation in which the individual was ill prepared
- activity that increased awareness, or challenged understanding of social justice issues
- an incident involving conflict, hostility, aggression or criticism
- an interaction with a patient which may have resulted or did result in a problematic or difficult situation requiring third party intervention
- confrontation with a patient, staff member or colleague where the individual felt threatened, pressured or vulnerable.

Adverse events may relate to issues of communication, knowledge, treatment, culture, relationships, emotions or beliefs.

A major adverse event is one that may result or has resulted in injury, trauma or distress for individuals; damage to the reputation of individuals/practices/RTO/staff; significant damage to property

or resources; the need for medical or psychological intervention; the resignation or dismissal of individuals as a result of the incident.

3.3 Reporting of adverse events and critical incidents to the RACGP

RTOs must notify the RACGP of critical incidents and adverse events that have had, or are likely to have, a major adverse effect upon the wellbeing, reputation, or security of an individual and/or organisation. When RTOs are unsure whether an event classifies as an adverse event or critical incident, they are encouraged to submit a notification to the RACGP.

The notification must be made to the RACGP General Manager, Education Services, within 10 business days of the critical incident or adverse event occurring.

4.0 REFERENCES

RACGP Accreditation Management Agreement

RACGP Standards for General Practice Training – Criterion 1.1.1.4

RTO Critical Incident / Adverse Event Report