Module 1
What is incident reporting and why is it important?

Centre for Learning and Organisational Development

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Incident Reporting Modules Explained

Hello and welcome to the on-line resources for critical client incident reporting and management. You are currently accessing Module 1.

The following information outlines the content of this module and shows which other modules are available.

Module 1 – What is incident reporting and why is it important?
This module explains why incident reporting is important and necessary. The module also contains several incident reporting examples to demonstrate how information from an incident report can be used to improve services to clients and client outcomes.
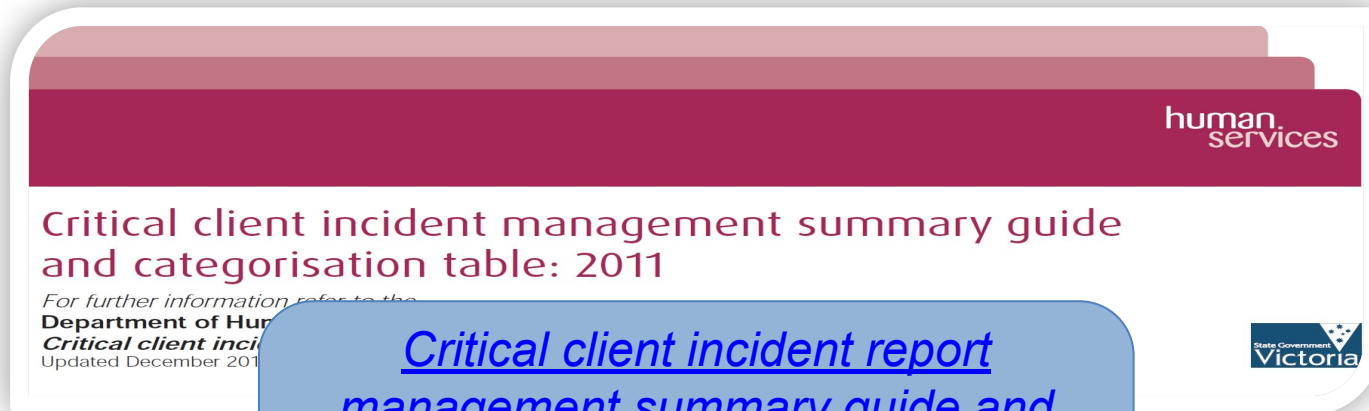
Module 2 – Incident types and categories

Module 3 – Completing a Client Incident Report form

At the end of each module you will be asked some multiple choice questions about what you have learnt

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Resources

Before starting, please download a copy of the:

Critical client incident management summary guide and categorisation table: 2011

For further information refer to the
Department of Hu[...]
Critical client inci[...]
Updated December 201[...]

human.
services

State Government
Victoria

Critical client incident report management summary guide and categorisation table
and a
Client Incident Report Form

State Government
Victoria Human Services

Client Incident Report Form

Complete this form to report incidents involving and/or impacting upon clients in services delivered by DHS and funded CSO services. Incidents are categorised according to actual/alleged impact on clients.

Use the Incident Report Guide to assist in completing the form.

If completing paper copy, please use **black or blue** pen only. If more space is required for any section, please attach an additional clearly labelled page/s.

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Critical client incidents

What is a critical client incident?

Incidents that happen at a service

AND

A Client Incident Report is required for all critical incidents that occur at the service or during service delivery, which involve and/or impact clients

It's an incident that involves or impacts significantly on clients

Or 'during service delivery'

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'During service delivery'

What does 'during service delivery' mean?

'During service delivery' means:

When a staff member is with a client

On-site at a service

During in-home support

If a service provider provides 24 hour care, it can be at **any** location. A report is required for all incidents regardless of location.

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Examples of critical client incidents

Are these critical client incidents?

Death of a client in unusual circumstances such as a murder, overdose or suicide ✓

Physical or sexual assault of a client ✓

Physical injury or hospitalisation from self harming behaviour ✓

Client exchanges sex for cigarettes or alcohol ✓

Errors in the administration of medication that result in the client being hospitalised ✓

Staff making derogatory comments about a client or their family ✓

THE ANSWER IS YES

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Incident reporting

Incident reporting provides an opportunity to

Stop, **look** and **reflect**
on what happened to see if there is anything that
could have been done differently

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The purpose of incident reporting

Why report incidents?

It's an important part of client safety and quality improvement

We learn from incidents and, if possible, reduce the likelihood that they will happen again

We analyse incidents to uncover issues or problems that place our clients or others at risk

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The importance of reporting

Incident reporting ensures that every person involved in or impacted by an incident receives the necessary support

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Using information from incident reports

Incident reports can be used to improve services and outcomes for clients. Let's take a look at an example:

Sally lives in residential care and keeps running away from her placement. The Unit Manager reviews the incident reports.

The incident reports reveal that there are key times when Sally is often away from her unit.

The Unit Manager works with staff to develop a plan that engages Sally in activities prior to the time when she usually leaves the unit.
This helps Sally to want to stay at the unit.

The plan significantly reduces the amount of time Sally is absent from her placement.

Using information from incident reports

Let's take a look at another example:

Over a period of twelve months, Ben's behaviour has been deteriorating. Ben's aggressive behaviour has escalated and his neighbours have raised concerns for his and their safety. Ben's housemates don't want to spend time with him and he is becoming increasingly isolated.

Following an analysis of the incident reports by the Unit Manager, Ben undergoes a clinical review. This reveals that medication is contributing to his aggressive behaviour.

Changing Ben's medication results in more positive behaviour and Ben is able to interact with his housemates again.

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Learning from incidents

The ultimate aim of incident reporting is to learn from events and improve services to clients and client outcomes.

This can include:

Improved or new supports or services for clients	New or improved learning programs for staff	Better communication	Changes to policy and practice instructions

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Further information

You can find out more by:

Talking with your manager

Reading your organisation's policies and procedures for incident reporting

Looking at the
Critical Client Incident Management Instruction
and support materials on the
Funded Agency Channel

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Test your understanding

Your manager should now provide you with a worksheet with multiple choice questions on the information you just learned.

Please complete the sheet promptly.

Thank you

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Available at www.dhs.vic.gov.au/funded-agency-channel/about-service-agreements/incident-reporting