



kindred

Incident Investigation & Reporting

Jessica Cope Williams and Vanessa McConnell

Key Points

IMPETUS

PROCESS

CHALLENGES

OPPORTUNITIES

OPERATIONALIZING

FUTURE

Context:

- Discovering the importance of incident reporting
- Leadership driven, process focused, staff awareness
- What gets in the way? Time, priority, misunderstanding
- Creating a positive culture of reporting and learning
- Aligning to higher level agency processes
- Ongoing and future focused quality improvement

Kindred's Evolution

- ❖ Inconsistent processes, differing understanding of defining an incident, and lack of standard reporting practices led to tracking and data that was incomplete, unhelpful, and felt administrative and punitive to staff
- ❖ Lacking clear ties to agency processes (operational planning and risk) led to less buy-in on the importance of incident reporting
- ❖ Leadership driven change
 - Defining incidents and the goal of what we were trying to capture
 - Understanding the relationship to agency risk management and mitigation approach including operational planning
 - Shift the culture

PROCESS

- ❖ Supporting teams- defining an incident and when to report
 - Consider near misses
- ❖ Clear notification procedure when incidents occur
 - Who, when and in what circumstances
- ❖ Clear and user friendly processes (and forms)
- ❖ Clarity of recommendations following an incident
- ❖ Process isn't just about the individual incident but the global process and purpose of incident reporting
 - What do you do with incident reports - immediately and over the year?
 - What is the review and theming process?
 - What does the review inform?

CHALLENGES

- ❖ Time and Administration
- ❖ Fear of consequences
- ❖ Lack of clarity on process
- ❖ Lack of understanding of purpose
- ❖ Loose connections to agency risk management and operational planning

OPPORTUNITIES

- ❖ Creating a positive culture of reporting
 - Support staff in understanding incident report isn't punitive
 - Helping staff to spot near misses and incidents
 - Actioning recommendations to demonstrate follow through
- ❖ Supporting annual risk management and operational planning



OPERATIONALIZING

- ❖ Defining procedures for or incidents
 - Actioning recommendations individual events tied to each case
- ❖ Defining procedures for reviews
 - Bi-annual, annual, theming and flagging of areas of high concerns
- ❖ Defining procedures: action and implement risk mitigation or other needs based trends
 - Monitor over time
 - Strengthen risk management strategies
 - Inform operational planning both at a program and agency level

FUTURE

- ❖ Annual review of processes
 - What's working? What's not?
 - How are we using the information we are collecting
- ❖ Continuous training and monitoring culture around reporting and tracking
- ❖ Applying quality assurance processes for procedures
 - Form improvement, communication improvements, review improvements etc.,

