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MEMORANDUM

To: Branch Directors
Chief Health Officer
Director, Audit and Operational Review
District Managers
Executive Manager, Executive Services
Manager, Procurement Strategy Unit
Manager, Statewide and Non-government Health Services
State Managers
Zonal Managers

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P-DW JK*

Copies to: General Manager Health Services

From: Deputy Director-General, Policy and Outcomes **Contact No:** (07) 323 40837
Fax No: (07) 323 41482

Subject: Queensland Health Incident Management Policy

File Ref: 1236-0355-007

Please find attached the Queensland Health Incident Management Policy that was endorsed by the Director-General on 10 June 2004. This policy covers all incidents that could occur and provides a framework for the management of incidents. This includes prevention, incident identification, classification / prioritisation, reporting and recording, patient and staff care / management, analysis / investigation, action, feedback and communication.

This policy mandates the reporting of sentinel events. The list of events to be reported is included in the policy and it should be noted that these events should be reported to the Director-Generals delegate immediately you are aware of the event. An awareness campaign is to be commenced including articles in Health Matters, Health Manager and Spotlight on QHEPS. The Incident Management Policy is also included in the Integrated Risk Management Middle Managers and Train the Presenter workshops.

If you have any queries regarding the policy, please contact the Integrated Risk Management Program on 07 323 41724 or via email QHIRM@health.qld.gov.au.

I would like to thank you for your support as we progress the implementation of this policy.

N Deeth
Norelle Deeth
Deputy Director-General, Policy and Outcomes
30/6/2004

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