

# Incidents and Complaints

## 1. Incident and Complaints Management

Incident and complaints management at Hampton Park Women's Health Clinic occurs through the Risk Management system and driven by the use and understanding of the Data Reporting System procedure.

## 2. Data Reporting System

The process and details of incident and complaints management at Hampton Park Women's Health Clinic is described in detail in QP-01-09 Data Reporting System Procedure. All patient incidents and complaints are handled through the Data Reporting System.

Compliance to Data Reporting System procedure is assessed through scheduled internal surveillance and audits, including external audits by Department of Health and HDAA.

The R-01-09 Data Reporting System Register is tabled at EC-Executive Committee and decisions made regarding appropriate action to be taken and schedule further follow up if necessary.

## 3. Complaints and Open Disclosure

### Patient Complaints

The staff at Hampton Park Women's Health Clinic recognize the patient's right to make a complaint.

Hampton Park Women's Health Clinic welcomes the opportunity to improve standards by actively identifying areas of concern in current performance.

By analyzing DRS-Data Reporting System complaints Hampton Park Women's Health Clinic actively improves the quality of care and service provided to consumers.

There is a process in place at Hampton Park Women's Health Clinic where Management will respond constructively to legitimate concerns of patients and their families.

Anyone can make a complaint, patient family or friend. A person making a complaint will not adversely affect the treatment of the patient because a complaint has been made.

A complaint can be lodged in writing, by telephone, online or in person. You can also make an anonymous complaint although we are not able to respond to the complaint in this instance.

Patients and their families who wish to make a complaint are advised to:

- Speak to the Practice Manager
- The staff are required to record on QF-01-09 Data Reporting System Form every complaint including:

- Nature of the complaint
- Date of concern
- Action taken in respect of the complaint
- If the problem can be resolved at the staff level we will endeavor to rectify it as quickly as possible
- If the complaint cannot be rectified then and there, the matter will be referred to the DON for investigation and the appropriate follow up action will be taken
- Director of Nursing, Medical Director or Practice Manager (depending on whether clinical or administrative complaint) will provide written feedback within 5 working days
- If the consumer remains dissatisfied, they are advised to utilize external services such as the Health Services Commissioner.

The complaints officer for Hampton Park Women's Health Clinic is:

The Practice Manager  
Hampton Park Women's Health Clinic  
2 - 4 Warana Drive, Hampton Park VIC 3976  
Email: [manager@hpwh.com.au](mailto:manager@hpwh.com.au)

#### 4. Open Disclosure

What is open disclosure?

Open disclosure is the process of open communication with a patient, and or their family/support person, following an adverse or unexpected event that may or may not result in harm to the patient.

##### The Open Disclosure Process

The Open Disclosure Process will commence after the detection of a clinical incident by:

- A member of staff at the time of the incident
- When an unexpected outcome is first detected sometime after the incident
- A patient who expresses concern or dissatisfaction with their health care either at the time of the incident or at some time after the incident
- Incident discovered at audit, such as clinical audit or medical records review.

Following the detection of a clinical incident, members of the clinical team must ensure that steps are taken to immediately prevent or reduce the occurrence of further suffering and harm to the patient. After any such steps have been initiated, the following measures should be implemented by the hospital:

1. Report the clinical incident to a relevant authority, in accordance with Department of Health policy
2. Notify the patient of the clinical incident and the facts that are known up to that point in time
3. Undertake an investigation of the incident
4. Provide feedback to the patient
5. Develop an agreed plan for the ongoing care of the patient

## **5. Investigation of a Clinical Incident**

A clinical incident may signal a serious breakdown in health care systems and require thorough investigation and response. Any clinical incidents identified by Hampton Park Women's Health Clinic must be appropriately investigated to determine what happened and, where possible, to reduce the risk of a similar clinical incident happening again. Members of the clinical team are required to participate in any investigation that may arise from a clinical incident.

### Undertaking the investigation process under legal privilege

If an investigation into a clinical incident is carried out at the request of Hampton Park Women's Health Clinic legal advisors, the communications generated during the investigation, including the investigation report, may be subject to legal professional privilege. If a document or record is subject to legal professional privilege, that document or record is protected from disclosure unless legal professional privilege is waived.

### Staff Training and Competency in Incident and Complaints Management

Staff have regular training which incorporates incident, complaints and open disclosure management. Part of the education program includes assessing staff with competencies based on the training received.

QA-02-02 NSQHSS Competency Training Package-Open Disclosure

