Essential elements of effective incident management systems

1 Ensure leadership and a safety culture
Prepare for incidents by ensuring leadership around risk mitigation and incident management and creating a safety culture. Embed critical enablers through effective governance systems, with end-to-end policies and procedures that support staff to understand and use the incident management system.

2 Respond to incident
Respond to the immediate needs of those affected by the incident to ensure their health, safety and wellbeing. Assess the level of harm and mitigate any ongoing risk.

3 Record and report the incident
Report and record the incident to understand what occurred and the appropriate next steps (including any required notifications).

4 Analyse the incident
Understand underlying causes and how systems and practices could be improved to reduce the risk of similar incidents occurring in the future.

5 Implement actions
Implement remedial actions that help prevent future risk and improve incident response. Monitor actions for effectiveness.

6 Close the loop
Share lessons learned with management and leaders, staff, consumers and families. Continuously improve the quality and safety of aged care. Analyse incident trends and data and regularly review the incident management system.

Australian Government
Aged Care Quality and Safety Commission

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