## YOUR PATIENT LIAISON OFFICER IS

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Information for patients and families following a serious adverse event

# **NEXT STEPS?**

We acknowledge that this may be a stressful time for you and your family, and we want you to know that we are sorry that this has occurred. We also want to understand why the event took place so that we can take steps to prevent this from occurring again in the future. This is called the incident review process.

### THIS IS IMPORTANT SO THAT WE CAN:

- provide you with answers about what happened
- identify if there were things that could have been done to prevent what happened
- identify any changes to our service that could improve the safety and quality of the care we provide.

It is a legislative requirement under Victoria's Statutory Duty of Candour that we apologise to you and explain what went wrong. We must also let you know what action will be taken and what improvements will be put in place. While this will be done as soon as possible, sometimes all the factors that led to the serious adverse event taking place are not immediately clear before we review further.

### **REVIEWING WHAT HAPPENED**

To fully understand what happened, in the coming days a team of people will review what occurred.

# PEOPLE ON THE REVIEW TEAM MAY INCLUDE:

- staff who have knowledge and understanding of relevant clinical issues
- in some circumstances staff from external organisations may be required who can provide an independent perspective
- and where possible we will include a person who represents patient perspectives called a consumer representative.

#### WHAT WILL THEY DO?

The team will collect and examine all relevant information, for example medical records, patient notes, internal and external policies and guidelines.

They will also speak with staff involved in your care or the care of your loved one.

Information from you is also is also invited and encouraged.

The review team will then analyse what led to the adverse event and put forward recommendations to address any service improvements that might be necessary.

### **YOUR INPUT**

Patients, families, carers or friends often have important information that can help us understand what happened.

If you have information you would like to contribute to the review, or specific issues or questions you would like the review team to consider, we encourage you to let your patient liaison officer know. We have included their details on the back of this brochure. They will ensure the review team receives your input.

It is also okay for you to choose not to be involved in this process if you don't wish to. However, please let your patient liaison officer know if this changes.

### THE REPORT

A copy of the review team's report and recommendations will be provided to:

- the St Vincent's Executive team who will ensure recommendations are actioned
- the patient and/or their family or carer/s.
  We can also organise a meeting to discuss the report in detail with you.
  Please let your patient liaison officer know if you would like this to happen.
- Safer Care Victoria (if required) the government organisation responsible for improving health service safety in Victoria.

### **NOTES**

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