From the Acting Director Safety, Quality
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Your Ref:
Our Ref: AD-0688-13

11 November 2013



Dear Ms Rodgers

**ANALYSIS OF ADVERSE INCIDENT AND SERIOUS ADVERSE INCIDENT DATA FOR THE 2012-13 FINANCIAL YEAR**

Please find enclosed a statistical analysis of Adverse Incidents (AIs) and Serious Adverse Incidents (SAIs) recorded by health and social care bodies in the financial year 2012/13, as requested by the Inquiry.

**Annex 1** – Provides information on Adverse Incidents by CCS level 1 and CCS level 2 codes and their descriptions. This data is for the Health and Social Care (HSC) Trusts only.

**Annex 2** – Provides information on Serious Adverse Incidents by CCS level 1 and CCS level 2 codes and their descriptions. This data covers Health and Social Care Trusts, Primary Care, the HSCB and the PHA.

I have also enclosed (**Annex 3**) additional background information on reporting by HSC Trusts which I hope will assist the Inquiry in its use of the data.

There may be some differences in how Trusts are applying the coding classifications and the Department, in conjunction with the HSCB and Public Health Agency (PHA), are engaged in a project which will deliver a greater level of consistency around this. However, overall the analysis gives a good indication of the areas in which incidents occur. Each AI is of course individually reviewed and each SAI is the subject of an examination/ investigation by the HSCB/PHA.

One should not try to deduce solely from the classifications used whether or not there was an absence of care or whether lessons can be learned which would materially have affected what happened. That information primarily arises from the detailed consideration of individual cases.

The data is of course recorded as part of a system which is designed to identify and disseminate learning which will help to improve the safety and quality of services and I understand that the Health and Social Care Board (HSCB) will be providing more detailed information on the process whereby individual Serious Adverse Incidents are investigated. The Departmental panel will also be able to discuss with the Inquiry how this type of information feeds into the discharge of the Department's functions.

Yours sincerely

Fergal Bradley

**FERGAL BRADLEY**

**Annex 3**

# TAB 1 – TABLE COMPARING SERIOUS ADVERSE INCIDENTS AND ADVERSE INCIDENTS

| | Adverse Incidents | Serious Adverse Incident Reporting |
|---|---|---|
| **Purpose** | As SAI reporting but Trust specific | Provide a mechanism to effectively share learning in a meaningful way; with a focus on safety and quality; ultimately leading to service improvement for service users. |
| **Definition** | Any event or circumstances that could have or did lead to harm, loss or damage to people, property, environment or reputation' arising during the course of the business of a HSC organisation / Special Agency or commissioned service | Any event or circumstances that could have or did lead to harm, loss or damage to people, property, environment or reputation' arising during the course of the business of a HSC organisation / Special Agency or commissioned service and subject to the criteria list below. |
| **Who reports** | Trust staff from relevant Programme of Care | The Designated Senior Manager and/or Chief Executive of the HSC Body is advised of the SAI and it is reports to the HSCB/PHA/RQIA by a named lead officer |
| **Where does the report go?** | Trust Governance Leads, Medical Director and senior Staff | Email to *seriousincidents@hscni.net*<br><br>An SAI Notification is completed within 72 hours and sent to the HSCB<br><br>Level 1 - An investigation report must be completed using a common template and submitted to the HSCB within four weeks.<br><br>Level 2 Investigations– For SAIs where a Root Cause Analysis is instigated immediately, Terms of Reference and Membership of the Investigation Tem must be submitted to HSCB within four weeks of notification. The Investigation Report must be |

| | Adverse Incidents | Serious Adverse Incident Reporting |
|---|---|---|
| | | completed within 12 weeks following the date the incident was discovered or from the date of the SEA.<br><br>Level 3 Independent Investigation – timescales are agreed with the HSCB Designated Review Officer. |
| **Criteria** | Any event or circumstances that could have or did lead to harm, loss or damage to people, property, environment or reputation' arising during the course of the business of a HSC organisation / Special Agency or commissioned service which does not satisfy the criteria to be escalated to an SAI. | Serious injury to, or the unexpected/unexplained death of:<br><br>• A service user (including those events which should be reviewed through a significant event audit)<br>• A staff member in the course of their work<br>• A member of the public whilst visiting a HSC facility;<br><br>**Any** death of a child in receipt of HSC services (up to eighteenth birthday). This includes hospital and community services, a Looked After Child or a child whose name is on the Child Protection Register;<br><br>Unexpected serious risk to a service user and/or staff member and/or member of the public;<br><br>Unexpected or significant threat to provide service and/or maintain business continuity;<br><br>Serious self-harm or serious assault (including attempted suicide, homicide and sexual assaults) by a service user, a member of staff or a member of the public within any healthcare facility providing a commissioned service;<br><br>Serious self-harm or serious assault (including homicide and sexual assaults)<br><br>• On other service users,<br>• On staff or<br>• On members of the public |

| | Adverse Incidents | Serious Adverse Incident Reporting |
|---|---|---|
| | | by a service user in the community who has a mental illness or disorder (as defined within the Mental Health (NI) Order 1986) and known to/referred to mental health and related services (including Child & Adolsecent Mental Health Systems, psychiatry of old age or leaving and aftercare services) and/or learning disability services, in the 12 months prior to the incident;<br><br>Suspected suicide of a service user who has a mental illness or disorder (as defined within the Mental Health (NI) Order 1986) and known to/referred to mental health and related services (including CAMHS, psychiatry of old age or leaving and aftercare services) and/or learning disability services, in the 12 months prior to the incident;<br><br>Serious incidents of public interest or concern relating to:<br><br>• Any of the criteria above<br>• Theft, fraud, information breaches or data losses<br>• A member of HSC staff or independent practitioner. |

ANNEX 1

**Incidents by Detail (level 2) grouped by Stage of care (level 1)**
1.4.12 to 31.3.13

| | South Eastern | Western | Northern | Belfast | Southern | Total |
|---|---|---|---|---|---|---|
| **Access, Appointment, Admission, Transfer, Discharge** | **1068** | **621** | **746** | **1201** | **636** | **4272** |
| Patient absconded | 512 | | | | | 512 |
| Access and availability | 29 | | | | | 29 |
| Admission | 188 | 127 | 21 | 62 | 140 | 538 |
| Appointment | 125 | 21 | 22 | 100 | 73 | 341 |
| Patient AWOL | 21 | | | | | 21 |
| Discharge | 89 | 423 | 669 | 874 | 317 | 2372 |
| Patient's case notes or records | 1 | 1 | 1 | 10 | 11 | 24 |
| Appointment, Admission, Transfer, Discharge - other | 18 | 9 | 9 | 18 | 7 | 61 |
| Problem with the referral from primary to secondary care | 2 | 4 | 4 | 11 | 11 | 32 |
| Transfer | 83 | 36 | 20 | 126 | 77 | 342 |
| **Abusive, violent, disruptive or self-harming behaviour** | **4650** | **2458** | **2368** | **6667** | **3475** | **19618** |
| Abuse of patient by staff | 24 | 7 | 6 | 57 | 45 | 139 |
| Abuse of staff by patients | 2044 | 1183 | 1390 | 2940 | 2061 | 9618 |
| Abuse - other | 893 | 238 | 178 | 1095 | 51 | 2455 |
| Abuse of patient by patient | 796 | 588 | 425 | 1556 | 666 | 4031 |
| Self-harm during 24-hour care | 737 | 287 | 315 | 743 | 388 | 2470 |
| Self harm in primary care, or not during 24-hour care | 147 | 148 | 44 | 240 | 241 | 820 |
| Abuse of staff by staff | 9 | 7 | 10 | 36 | 23 | 85 |
| **Accident that may result in personal injury** | **4477** | **3261** | **4647** | **6502** | **2798** | **21685** |
| Slips, trips, falls and collisions | 3530 | 2644 | 3761 | 5147 | 2191 | 17273 |
| Exposure to electricity, hazardous substance, infection etc | 36 | 78 | 123 | 197 | 83 | 517 |
| Lifting accidents | 49 | 32 | 114 | 101 | 66 | 362 |
| Accidents in the course of moving patients | 65 | | | | | 65 |
| Accident caused by some other means | 674 | 286 | 497 | 798 | 246 | 2501 |
| Needlestick injury or other incident connected with Sharps | 117 | 187 | 150 | 231 | 161 | 846 |
| Injury caused by physical or mental strain | 6 | 34 | 2 | 28 | 51 | 121 |
| **Administration and management** | **73** | **0** | **0** | **0** | **0** | **73** |
| Dealing with concerns about colleagues | 1 | | | | | 1 |
| Communication between staff, teams or departments | 14 | | | | | 14 |
| Patient's case notes or records | 3 | | | | | 3 |
| Electronic Patient Record | 1 | | | | | 1 |
| Scans / X-ray images | 2 | | | | | 2 |
| Administration and management - other | 8 | | | | | 8 |
| Adverse events that affect staffing levels | 42 | | | | | 42 |
| Test results / reports | 2 | | | | | 2 |
| **Anaesthesia** | **5** | **7** | **0** | **13** | **16** | **41** |
| Cardiovascular | | | | | 6 | 6 |

| NIAS | |
|---|---|
| | **1421** |
| Assault | 148 |
| Asset loss, damage etc | 46 |
| Late Meal Break | 247 |
| Building-Land | 28 |
| Confidentiality | 1 |
| Contact with something | 32 |
| Hazardous Substance | 13 |
| Drug | 105 |
| Equipment | 306 |
| Ergonomic | 18 |
| Harrassment | 13 |
| Manual Handling | 78 |
| Organisational | 143 |
| Records Management | 1 |
| Sharp Object | 16 |
| Slip, trip or fall | 38 |
| Treatment | 19 |
| Vehicle | 169 |
| **Access, Appointment, Admission, Transfer,** | **95** |
| Assault | 1 |
| Contact with something | 1 |
| Drug | 4 |
| Equipment | 24 |
| Manual Handling | 4 |
| Organisational | 40 |
| Treatment | 11 |
| Vehicle | 10 |
| **Abusive, violent, disruptive or self-harming** | **195** |
| Assault | 194 |
| Treatment | 1 |
| **Accident that may result in personal injury** | **171** |
| Assault | 1 |
| Asset loss, damage etc | 1 |
| Contact with something | 17 |
| Hazardous Substance | 6 |
| Equipment | 5 |
| Manual Handling | 31 |

| | | | | | | |
|---|---|---|---|---|---|---|
| Equipment related | | | | | 2 | 2 |
| Injury or damage connected with Anaesthesia | 1 | | | 6 | 3 | 10 |
| Neurological factor | | | | 1 | 2 | 3 |
| Anaesthesia - other | 3 | 6 | | 2 | | 11 |
| Patient factor | | | | 3 | 2 | 5 |
| Respiratory factor | | | | 1 | 1 | 2 |
| Preoperative factor | 1 | 1 | | | | 2 |
| **Clinical assessment (investigations, images and lab tests)** | **257** | **165** | **62** | **399** | **181** | **1064** |
| Administration of assessment | 10 | 14 | 6 | 12 | 38 | 80 |
| Images for diagnosis (scan / x-ray) | 26 | 15 | 3 | 25 | 11 | 80 |
| Investigations | 7 | | | | | 7 |
| Laboratory investigations | 193 | 120 | 41 | 329 | 108 | 791 |
| Assessment - other | 15 | 11 | 7 | 14 | 4 | 51 |
| Patient's case notes or records | 6 | 5 | 5 | 19 | 20 | 55 |
| **Consent, Confidentiality or Communication** | **182** | **106** | **327** | **598** | **154** | **1367** |
| Communication between staff, teams or departments | 108 | 51 | 208 | 430 | 82 | 879 |
| Communication with the patient (other than consent issues) | 11 | 20 | 47 | 57 | 37 | 172 |
| Confidentiality of information | 12 | 12 | 20 | 89 | 22 | 155 |
| Consent | 45 | 3 | 1 | 14 | 10 | 73 |
| Consent, Confidentiality or Communication - other | 6 | 20 | 51 | 8 | 3 | 88 |
| **Diagnosis, failed or delayed** | **0** | **26** | **3** | **13** | **30** | **72** |
| Leaking abdominal aortic embolism | | 1 | | | 1 | 2 |
| Cancer - Dx failed or delayed | | 5 | 2 | 2 | 7 | 16 |
| Ectopic or other complications of pregnancy | | 1 | | | | 1 |
| Fracture - Dx failed or delayed | | 2 | | 1 | 2 | 5 |
| Some other medical condition | | 2 | 1 | 1 | 20 | 24 |
| Diagnosis - other | | 15 | | 9 | | 24 |
| **Financial loss** | **0** | **8** | **1** | **5** | **50** | **64** |
| Financial Loss | | 8 | 1 | 5 | 50 | 64 |
| **Conveyance** | **127** | **0** | **0** | **0** | **0** | **127** |
| Conveyance | 20 | | | | | 20 |
| Delays | 7 | | | | | 7 |
| Driving incident | 51 | | | | | 51 |
| Vehicle non-arrival | 8 | | | | | 8 |
| Road Traffic Accident | 39 | | | | | 39 |
| Non - conveyance | 2 | | | | | 2 |
| **Patient Information (records, documents, test results, scans)** | **301** | **137** | **164** | **620** | **347** | **1569** |
| Patient's case notes or records | 245 | 104 | 70 | 443 | 206 | 1068 |
| Electronic Patient Record | 17 | 12 | 4 | 20 | 15 | 68 |
| Scans / X-ray images | 7 | 1 | 25 | 12 | 7 | 52 |
| Information - other | 20 | 5 | 25 | 18 | 8 | 76 |
| Test results / reports | 12 | 15 | 40 | 127 | 111 | 305 |
| **Infrastructure or resources (staffing, facilities, environment)** | **271** | **220** | **371** | **1404** | **417** | **2683** |
| Environmental matters | 35 | 33 | 41 | 162 | 101 | 372 |
| Equipment related | | | | 1 | | 1 |
| Lack of/delayed availability of facilities/equipment/supplies | 29 | 54 | 127 | 346 | 113 | 669 |
| Information Technology | 9 | 24 | 3 | 145 | 25 | 206 |
| Infrastructure or resources - other | 23 | 11 | 20 | 28 | 3 | 85 |
| Premises | 6 | | | | | 6 |
| Adverse events that affect staffing levels | 169 | 98 | 180 | 722 | 175 | 1344 |

| | |
|---|---|
| Sharp Object | 13 |
| Slip, trip or fall | 20 |
| Vehicle | 77 |
| **Patient Information (records, documents, t** | **2** |
| Records Management | 2 |
| **Medication** | **7** |
| Drug | 4 |
| Treatment | 3 |
| Late Meal Break | 37 |
| Hazardous Substance | 440 |
| Drug | 2 |
| Organisational | 1 |
| Treatment | 1 |
| Vehicle | 5 |
| **Security** | **2** |
| Asset loss, damage etc | 1 |
| Equipment | 1 |
| **Treatment, procedure** | **2** |
| Organisational | 1 |
| Treatment | 1 |
| **Other - please specify in description** | **5** |
| Late Meal Break | 439 |
| Totals: | 2820 |

| Labour or Delivery | 419 | 267 | 163 | 410 | 268 | 1527 |
|---|---|---|---|---|---|---|
| Placental abruption | 2 | 6 | 1 | 2 | 6 | 17 |
| Anaesthetic problem connected with labour or delivery | 3 | 5 | 1 | | 1 | 10 |
| Born before arrival | 14 | 3 | 3 | 4 | 4 | 28 |
| Breech presentation | 13 | 1 | 7 | 1 | 5 | 27 |
| Cord prolapse | 5 | | | 3 | 3 | 11 |
| Elective Caesarean Section | 4 | 6 | 1 | 19 | 4 | 34 |
| Emergency Caesarean Section | 44 | 18 | 21 | 18 | 50 | 151 |
| Difficult delivery | 6 | 3 | 1 | 5 | 9 | 24 |
| Shoulder dystocia | 15 | 50 | 4 | 32 | 25 | 126 |
| Pathological or suspicious CTG or other fetal distress | 7 | 8 | | 10 | 7 | 32 |
| Labour assisted by forceps | 9 | 6 | 2 | 16 | 13 | 46 |
| Unplanned homebirth | | 2 | | | | 2 |
| Delivery using more than one instrument | | 9 | | 2 | 3 | 14 |
| Intrapartum haemorrhage | 4 | | | 1 | 2 | 7 |
| IUGR or placental insufficiency | 16 | 1 | | 3 | 3 | 23 |
| Prolonged first or second stage of labour | 9 | 1 | | | 1 | 11 |
| Injury or poor outcome for the mother | 115 | 39 | 2 | 92 | 54 | 302 |
| Labour or delivery - other | 123 | 48 | 103 | 138 | 30 | 442 |
| Post-partum haemorrhage > 1,000ml | 22 | 50 | 10 | 57 | 35 | 174 |
| Twin delivery or multiple birth | | | 1 | 1 | | 2 |
| Pre-eclampsia | 1 | 1 | | | 3 | 5 |
| Placenta praevia | 4 | 6 | | 1 | 1 | 12 |
| Ruptured uterus | | | | | 1 | 1 |
| Delivery assisted by ventouse | 3 | 4 | 6 | 5 | 8 | 26 |
| **Medical device/equipment** | **158** | **168** | **200** | **956** | **294** | **1776** |
| Medical device/equipment | 158 | 168 | 200 | 956 | 294 | 1776 |
| **Medication** | **1627** | **451** | **552** | **2205** | **1142** | **5977** |
| Administration or supply of a medicine from a clinical area | 558 | 213 | 278 | 987 | 504 | 2540 |
| Advice | 1 | 3 | 0 | 4 | 14 | 22 |
| Monitoring or follow up of medicine use | 1 | 97 | 1 | 20 | 27 | 146 |
| Supply or use of Over The Counter medicines | | 16 | | | 10 | 26 |
| Other medication error | 187 | 6 | 135 | 28 | 24 | 380 |
| Patients reaction to medication | | 4 | 3 | 38 | 17 | 62 |
| Preparation of medicines / dispensing in pharmacy | 117 | 55 | 34 | 233 | 119 | 558 |
| Prescribing | | | 98 | | | 98 |
| Supply or use of over-the-counter (OTC) medicine | | | 3 | | | 3 |
| Medication error during the prescription process | 763 | 57 | | 895 | 427 | 2142 |
| **Implementation of care or ongoing monitoring/review** | **446** | **535** | **313** | **984** | **316** | **2594** |
| 24-hr monitoring of patients with recognised mental illness | 2 | 3 | | | 7 | 12 |
| Inadequate maintenance of fluids | 3 | 2 | | 2 | 7 | 14 |
| Infection control | 65 | 80 | 1 | 119 | 39 | 304 |
| Possible delay or failure to Monitor | 48 | 34 | 17 | 216 | 161 | 476 |
| Postoperative nausea and vomitting | | | | 1 | 1 | 2 |
| Implementation of care or ongoing monitoring - other | 109 | 68 | 79 | 145 | 7 | 408 |
| Pain management | 4 | | | | | 4 |
| Patient complains of inadequate pain management | | | | 1 | 2 | 3 |
| Problems following radiation therapy | 1 | | | 4 | | 5 |
| Pressure sore / decubitus ulcer | 214 | 348 | 216 | 496 | 92 | 1366 |
| **Other - please specify in description** | **78** | **12** | **988** | **337** | **53** | **1468** |

| | | | | | | |
|---|---|---|---|---|---|---|
| Other | 78 | 12 | 988 | 337 | 53 | 1468 |
| **Patient satisfaction and surveys** | **8** | **0** | **0** | **0** | **0** | **8** |
| Handling complaints | 6 | | | | | 6 |
| Continuity of care | 2 | | | | | 2 |
| **Referral** | **24** | **0** | **0** | **0** | **0** | **24** |
| Referrals to secondary care / hospital admission | 6 | | | | | 6 |
| Referral - other | 2 | | | | | 2 |
| Referral to another specialty | 16 | | | | | 16 |
| **Security** | **808** | **347** | **167** | **598** | **241** | **2161** |
| Security issue related to Equipment | 4 | 21 | 2 | 22 | 22 | 71 |
| Fires, fire alarms and fire risks | 299 | 60 | 49 | 193 | 80 | 681 |
| Staff records or information | | 1 | | 1 | 1 | 3 |
| Public order, Protests, Bomb scares,Riot, Disorder | | 22 | | 13 | 8 | 43 |
| Security - other | 362 | 9 | 9 | 49 | 4 | 433 |
| Security incident related to Premises, Land or Real Estate | 36 | 145 | 54 | 106 | 64 | 405 |
| Security incident related to Personal property | 87 | 71 | 50 | 197 | 45 | 450 |
| Security issue related to Vehicles | 20 | 18 | 3 | 17 | 17 | 75 |
| **Treatment, procedure** | **656** | **283** | **128** | **836** | **235** | **2138** |
| Abdominal organs other than digestive | | 4 | | 1 | 6 | 11 |
| Arteries and veins | 8 | 6 | 1 | 5 | 25 | 45 |
| Transfusion of Blood related problem | 453 | 64 | 11 | 238 | 25 | 791 |
| Bones or joints other than skull or spine | 1 | 8 | | 3 | 18 | 30 |
| Breast | 1 | | | | | 1 |
| Elective Caesarean Section | 1 | 3 | | 2 | | 6 |
| Emergency Caesarean Section | | | 1 | | 2 | 3 |
| Lower digestive tract | 2 | | 1 | 2 | 12 | 17 |
| Upper digestive tract | 1 | | | 2 | 2 | 5 |
| Surgery to the Ear | 1 | 1 | 1 | | 1 | 4 |
| Endocrine system | | 2 | | | 2 | 4 |
| Eye (OPCS4 - CO1-CO86) | 3 | 5 | | 2 | 2 | 12 |
| Lower female genital tract | | 9 | 1 | 4 | 17 | 31 |
| Upper female genital tract | 3 | 1 | | | 1 | 5 |
| Operations on the Heart | | 2 | | 3 | 1 | 6 |
| Hip prosthesis | | 1 | | 1 | 1 | 3 |
| Hysterectomy | | 2 | 2 | | | 4 |
| Infection control | 18 | 8 | 1 | 9 | 17 | 53 |
| Surgery to joint other than hip or knee | | | | 3 | | 3 |
| Male genital organs | 3 | 4 | | 1 | 2 | 10 |
| Miscellaneous operations | 4 | 9 | 1 | | 9 | 23 |
| Mouth | | 2 | 1 | 6 | 4 | 13 |
| Treatment, procedure - other | 13 | 35 | 53 | 56 | 2 | 159 |
| Respiratory Tract | 1 | 2 | | 6 | 6 | 15 |
| Skin | 4 | 4 | | 58 | 18 | 84 |
| Soft tissue | | 3 | | | 17 | 20 |
| Bones and joints of skull and spine | 1 | | | 1 | | 2 |
| Soft tissue | | | | 1 | | 1 |
| Connected with the management of operations / treatment | 138 | 106 | 53 | 427 | 40 | 764 |
| Urinary | | 2 | 1 | 5 | 5 | 13 |
| **Treatment and intervention** | **778** | **0** | **0** | **0** | **0** | **778** |
| Patient deaths | 11 | | | | | 11 |

| | | | | | | |
|---|---|---|---|---|---|---|
| Emergencies | 6 | | | | | 6 |
| Immunisation | 3 | | | | | 3 |
| Infection control | 2 | | | | | 2 |
| Infection control | 68 | | | | | 68 |
| Medical device/equipment | 273 | | | | | 273 |
| Treatment, procedure - other | 35 | | | | | 35 |
| Pain management | 8 | | | | | 8 |
| Resuscitation | 2 | | | | | 2 |
| Treatment and interventions | 189 | | | | | 189 |
| Patient unwell or ill | 181 | | | | | 181 |
| **NOT FULLY CLASSIFIED** | | | | | **269** | |
| | | | | | 269 | |
| Totals: | **16413** | **9072** | **11200** | **23748** | **10922** | **71355** |

**Incidents by Incident date (Financial Year)**

| | |
|---|---|
| **08/09** | 11256 |
| **09/10** | 13239 |
| **10/11** | 13525 |
| **11/12** | 15645 |
| **12/13** | 16413 |
| **Totals:** | 70106 |

**Incidents by Impact grouped by Person Type**

1.4.12 to 31.3.13

| | |
|---|---|
| **A&E Patient** | **90** |
| Insignificant (Impact) | 3 |
| Major (Impact) | 1 |
| Minor (Impact) | 79 |
| Moderate (Impact) | 7 |
| **Client** | **660** |
| Insignificant (Impact) | 42 |
| Major (Impact) | 12 |
| Minor (Impact) | 582 |
| Moderate (Impact) | 24 |
| **Foster Carer** | **1** |
| Minor (Impact) | 1 |
| **Home Patient** | **75** |
| Major (Impact) | 3 |
| Minor (Impact) | 59 |
| Moderate (Impact) | 13 |
| **Inpatient** | **2068** |
| Insignificant (Impact) | 80 |
| Major (Impact) | 35 |
| Minor (Impact) | 1639 |
| Moderate (Impact) | 314 |
| **Out/Day Patient** | **94** |
| Insignificant (Impact) | 3 |
| Major (Impact) | 15 |
| Minor (Impact) | 68 |
| Moderate (Impact) | 8 |
| **Resident** | **827** |
| Insignificant (Impact) | 26 |
| Major (Impact) | 6 |
| Minor (Impact) | 757 |
| Moderate (Impact) | 38 |
| **Admin & Clerical** | **31** |
| Minor (Impact) | 29 |
| Moderate (Impact) | 2 |
| **Admin & Clerical (Agency)** | **2** |
| Minor (Impact) | 2 |
| **Works & Maintenance** | **6** |
| Minor (Impact) | 5 |
| Moderate (Impact) | 1 |
| **Ancilliary & General** | **227** |
| Insignificant (Impact) | 9 |
| Minor (Impact) | 216 |
| Moderate (Impact) | 2 |
| **Ancilliary & General (Agency)** | **6** |
| Minor (Impact) | 6 |
| **Nursing, Midwifery and Health Visiting** | **355** |
| Insignificant (Impact) | 24 |
| Major (Impact) | 1 |

| | |
|---|---|
| Minor (Impact) | 322 |
| Moderate (Impact) | 8 |
| **Nursing Midwifery & Health Visiting (Agency)** | **16** |
| Insignificant (Impact) | 4 |
| Minor (Impact) | 12 |
| **Nursing, Midwifery and Health Visiting (Students)** | **10** |
| Insignificant (Impact) | 3 |
| Minor (Impact) | 7 |
| **Social Work** | **524** |
| Insignificant (Impact) | 17 |
| Minor (Impact) | 493 |
| Moderate (Impact) | 14 |
| **Professional & Technical** | **29** |
| Insignificant (Impact) | 2 |
| Minor (Impact) | 26 |
| Moderate (Impact) | 1 |
| **Medical & Dental** | **24** |
| Insignificant (Impact) | 6 |
| Minor (Impact) | 17 |
| Moderate (Impact) | 1 |
| **Medical & Dental (QUB Students)** | **4** |
| Minor (Impact) | 4 |
| **Medical & Dental Students (not QUB)** | **3** |
| Minor (Impact) | 3 |
| **General Management** | **6** |
| Minor (Impact) | 6 |
| **Contractor** | **4** |
| Minor (Impact) | 4 |
| **Visitor** | **33** |
| Insignificant (Impact) | 3 |
| Major (Impact) | 1 |
| Minor (Impact) | 26 |
| Moderate (Impact) | 3 |
| **Volunteer** | **1** |
| Minor (Impact) | 1 |
| Totals: | 5096 |

**ANNEX 2**

**SAIs by Detail (level 2) grouped by Stage of care (level 1)**

| 1 April 2012 to 31 March 2013 | Total |
|---|---|
| **Access, Appointment, Admission, Transfer, Discharge** | **23** |
| Admission | **5** |
| Discharge | **13** |
| Problem with the referral from primary to secondary care | **1** |
| Transfer | **4** |
| **Abusive, violent, disruptive or self-harming behaviour** | **160** |
| Abuse by the staff to the patient | **10** |
| Abuse etc of Staff by patients | **4** |
| Abuse - other | **15** |
| Abuse etc of patient by patient | **3** |
| Self-harm during 24-hour care | **9** |
| Self harm in primary care, or not during 24-hour care | **119** |
| **Accident that may result in personal injury** | **13** |
| Slips, trips, falls and collisions | **8** |
| Exposure to electricity, hazardous substance, infection etc | **2** |
| Accident caused by some other means | **1** |
| Injury caused by physical or mental strain | **2** |
| **Anaesthesia** | **4** |
| Cardiovascular | **1** |
| Equipment related | **1** |
| Respiratory factor | **2** |
| **Clinical assessment (investigations, images and lab tests)** | **11** |
| Administration of assessment | **6** |
| Images for diagnosis (scan / x-ray) | **4** |
| Laboratory investigations | **1** |
| **Consent, Confidentiality or Communication** | **7** |
| Communication between staff, teams or departments | **2** |
| Confidentiality of information | **5** |

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| **Diagnosis, failed or delayed** | **13** |
| Leaking abdominal aortic embolism | **1** |
| Cancer - Dx failed or delayed | **8** |
| Fracture - Dx failed or delayed | **1** |
| Diagnosis - other | **3** |
| **Financial loss** | **2** |
| Financial Loss | **2** |
| **Patient Information (records, documents, test results, scans)** | **14** |
| Patient's case notes or records | **8** |
| Electronic Patient Record | **1** |
| Scans / X-ray images | **1** |
| Test results / reports | **4** |
| **Infrastructure or resources (staffing, facilities, environment)** | **11** |
| Environmental matters | **3** |
| Lack of/delayed availability of facilities/equipment/supplies | **1** |
| Information Technology | **2** |
| Infrastructure or resources - other | **3** |
| Adverse events that affect staffing levels | **2** |
| **Labour or Delivery** | **5** |
| Anaesthetic problem connected with labour or delivery | **1** |
| Cord prolapse | **1** |
| Emergency Caesarean Section | **3** |
| **Medical device/equipment** | **5** |
| Medical device/equipment | **5** |
| **Medication** | **13** |
| Administration or supply of a medicine from a clinical area | **9** |
| Other medication error | **1** |
| Medication error during the prescription process | **3** |
| **Implementation of care or ongoing monitoring/review** | **8** |
| Infection control | **2** |
| Possible delay or failure to Monitor | **6** |
| **Other - please specify in description** | **6** |
| Other | **6** |

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| **Security** | **9** |
| Fires, fire alarms and fire risks | **6** |
| Security - other | **1** |
| Security incident related to Premises, Land or Real Estate | **1** |
| Security incident related to Personal property | **1** |
| **Treatment, procedure** | **16** |
| Arteries and veins | **2** |
| Emergency Caesarean Section | **1** |
| Lower digestive tract | **1** |
| Upper Digestive tract | **1** |
| Operations on the Heart | **1** |
| Infection control | **6** |
| Treatment, procedure - other | **1** |
| Connected with the management of operations / treatment | **3** |
| **Totals:** | **320** |