CRITICAL INCIDENT PROTOCOL

Introduction

On occasions serious incidents involving patients may occur. These would include an event resulting in or with potential to develop into, serious damage, injury or death of a patient. They are usually termed Critical Incidents and are events, which will likely attract media attention.

This protocol details the procedure to be followed in the reporting and investigation of a Critical Incident. This protocol supplements the Trust Clinical Incident Policy dated February 2000.

Flow Chart Critical Incident Process

Critical Incident Occurs

Clinical Notes Completed/Clinical Incident Form Completed

Inform the Clinical Services Manager/ Clinical Director and the Risk Manager

The Risk Manager to Inform the Chief Executive, Medical Director, Director of Nursing

The Risk Manager will arrange a Critical Incident Review meeting ASAP
In attendance will be the Medical Director/ Nursing Director/ Clinical Effectiveness
Co-ordinator/ Clinical Director/ CSM/ Consultant and other relevant staff.

(On occasions the Trust's Solicitors may be present.)

The Critical Incident Meeting will endeavour to clarify the circumstances surrounding the incident and identify further investigations and action required to prevent recurrence.

(Staff may be asked to complete a statement, containing factual information of their involvement, to assist in the investigation).

Note these statements may be discoverable in the event of future litigation.

The Chief Executive will be kept informed by the Risk Management Co-ordinator throughout the investigation.

The Risk Management Co-ordinator will provide the Chief Executive with a written report, with conclusions and recommendations within an agreed time-scale.

The recommendations will be sent to the relevant personnel for action.