



## Managing Clinical Risks

Identifying and recording any near misses, slips and errors can be a useful tool in improving your systems and providing a greater quality of care to your patients. All staff should be familiar with how and to whom they are to report any occurrences they believe could be prevented or avoided in the future. Discussing and analysing these errors at staff meetings and using the feedback to improve systems where applicable, is of benefit to your Practice and an important risk management strategy. Not improving processes after recognising a near miss can put the Practice at risk of a medico legal situation and leave patients exposed to an increased risk of an event re-occurring.

### RACGP Standards

- 3.1.2A** Our GP(s) and clinical staff can describe the process for identifying and reporting a slip, lapse or mistake in clinical care
- 3.1.2B** Our GP(s) and clinical staff can describe an improvement we have made to prevent slips, lapses and mistakes in clinical care from reoccurring

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### Assessment methods

- Interviews with practitioners and support staff

GP(s) and all clinical staff shall be able to describe the process for identifying any slips, lapses or mistakes in the Practice and how and to whom at the Practice they are to report an incident. Staff should also be able to describe where applicable, an improvement made from identifying an error to prevent such an incident from reoccurring.

### Meeting the standards

The Practice should have an 'Incident Form' available for staff to complete documenting any near misses, slips or errors that may occur. These events would then be discussed and new policies/systems implemented to help prevent similar incidents from reoccurring. A central register of all slips, lapses or errors would be beneficial also. Incident forms and/or a central register should be kept for referral in case a medico-legal issue was to arise.

For further reference you may wish to review the RACGP 'Using near misses to improve the quality of care for your patients' publication. Order forms are available to download at <http://www.racgp.org.au/folder.asp?id=834> or phone the College on 03 8699 0495 to get your copy.