

**Clinical Indemnity Scheme Notification Report Form:**

STARS ID No. \_\_\_\_\_

**Location** \_\_\_\_\_ Clinical Area/Unit/Department \_\_\_\_\_

Date of occurrence (dd/mm/yy) \_\_\_\_/\_\_\_\_/\_\_\_\_

Time of occurrence (24hrs) \_\_\_\_:\_\_\_\_hrs

Date event reported (dd/mm/yy) \_\_\_\_/\_\_\_\_/\_\_\_\_

**Service User/Patient Personal Details:**

ID No. \_\_\_\_\_

Name \_\_\_\_\_ D.O.B.( dd/mm/yy) \_\_\_\_/\_\_\_\_/\_\_\_\_ Gender M  F

Adverse Event  Near Miss

Was the Service User Actually Harmed? Yes  No  Not yet known

Describe the harm sustained:

\_\_\_\_\_

\_\_\_\_\_

Did any actions prevent the incident from reaching the service user? Yes  No  Not yet established

Describe the preventative actions taken?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Incident Type \_\_\_\_\_ (see STARS Pick)

**Brief Description of Incident**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What specialty was Involved? \_\_\_\_\_ What sub specialty? \_\_\_\_\_ (see STARS Pick list over)

Contributory Factor(s): (See list) \_\_\_\_\_

\_\_\_\_\_

**Risk Analysis Matrix**

|                  |                    | Impact Score   |           |              |           |             |
|------------------|--------------------|----------------|-----------|--------------|-----------|-------------|
|                  |                    | Negligible (1) | Minor (2) | Moderate (3) | Major (4) | Extreme (5) |
| Likelihood score | Almost Certain (5) | 5              | 10        | 15           | 20        | 25          |
|                  | Likely (4)         | 4              | 8         | 12           | 16        | 20          |
|                  | Possible (3)       | 3              | 6         | 9            | 12        | 15          |
|                  | Unlikely (2)       | 2              | 4         | 6            | 8         | 10          |
|                  | Rare/Remote (1)    | 1              | 2         | 3            | 4         | 5           |

Low Risk 1 – 5 ■ Moderate Risk 6 - 12 ■ High Risk 15 - 25 ■

**Reported by:** Name : \_\_\_\_\_ (print) Title: \_\_\_\_\_ Signature: \_\_\_\_\_

**Reported to:** Name: \_\_\_\_\_ (print) Title: \_\_\_\_\_ Signature: \_\_\_\_\_

**Reviewed by:** Name: \_\_\_\_\_ (print) Title: \_\_\_\_\_ Signature: \_\_\_\_\_

Date Received in RM Office: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Date Logged onto STARS: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Sub-specialty (mandatory)**

Available options are:

| <u>Speciality</u>            | <u>Sub-speciality</u>              | <u>Code</u> | <u>Specialty</u>                 | <u>Sub-speciality</u>            | <u>Code</u> |
|------------------------------|------------------------------------|-------------|----------------------------------|----------------------------------|-------------|
| <b>Anaesthesia</b>           |                                    | <b>2000</b> | <b>Surgery</b>                   |                                  | <b>A000</b> |
|                              | Anaesthesia General                | 2100        |                                  | Breast Surgery                   | A100        |
|                              | Pain Management                    | 2200        |                                  | Cardio-thoracic Surgery          | A200        |
|                              | Intensive Care                     | 2300        |                                  | Gastro-intestinal Surgery        | A300        |
| <b>Elderly Services</b>      |                                    | <b>1200</b> |                                  | General Surgery                  | A400        |
|                              | Elderly Services                   | 1210        |                                  | Neurosurgery                     | A500        |
| <b>Emergency Medicine</b>    |                                    | <b>3000</b> |                                  | Ophthalmic Surgery               | A600        |
|                              | Emergency Medicine                 | 3100        |                                  | Oral & Maxillofacial             | A700        |
| <b>Medicine</b>              |                                    | <b>4000</b> |                                  | Orthopaedic Surgery              | A800        |
|                              | Cardiology                         | 4100        |                                  | ENT/Otolaryngology               | A900        |
|                              | Dermatology                        | 4200        |                                  | Plastic Surgery                  | AB00        |
|                              | Endocrinology                      | 4300        |                                  | Urology                          | AC00        |
|                              | Gastroenterology                   | 4400        |                                  | Vascular Surgery                 | AD00        |
|                              |                                    |             | <b>Community Health Services</b> |                                  | <b>B000</b> |
|                              | General Medicine                   | 4500        |                                  | Child Health - Surveillance      | B200        |
|                              | Genito-urinary Medicine            | 4600        |                                  | Child Protection                 | B300        |
|                              | Geriatric Medicine                 | 4700        |                                  | Dental Care - General            | B600        |
|                              | Infectious Diseases                | 4800        |                                  | Dental Care Orthodontics         | B700        |
|                              | Medical Genetics                   | 4900        |                                  | Environmental Health             | B900        |
|                              | Medical Oncology                   | 4A00        |                                  | Health Promotion                 | BA00        |
|                              | Nephrology                         | 4B00        |                                  | Infectious Diseases Epidemiology | BB00        |
|                              | Neurology                          | 4C00        |                                  |                                  |             |
|                              | Palliative Medicine                | 4D00        | <b>Professional Services</b>     |                                  | <b>C000</b> |
|                              | Rehabilitation Medicine            | 4E00        |                                  | Audiology                        | C100        |
|                              | Respiratory Medicine               | 4F00        |                                  | Counselling                      | C200        |
|                              | Rheumatology                       | 4G00        |                                  | Dental Care – General            | C300        |
| <b>Paediatrics - General</b> |                                    | <b>5000</b> |                                  | Dental Care – Orthodontics       | C400        |
|                              | Neonatology                        | 5100        |                                  | Nutrition & Dietetics            | C500        |
|                              | General                            | 5700        |                                  | Occupational Therapy             | C600        |
|                              | Surgery                            | 5800        |                                  | Ophthalmology                    | C700        |
| <b>Laboratory Services</b>   |                                    | <b>6000</b> |                                  | Optometry / Orthoptics           | C800        |
|                              | Pathology - General                | 6100        |                                  | Physiotherapy                    | C900        |
|                              | Microbiology                       | 6200        |                                  | Psychology                       | CA00        |
|                              | Biochemistry                       | 6300        |                                  | Speech & Language Therapy        | CB00        |
|                              | Histopathology                     | 6400        |                                  | Social Work                      | CC00        |
| <b>Haematology</b>           |                                    | <b>7000</b> |                                  | Ambulance                        | CD00        |
|                              | Haematology - General              | 7100        |                                  | Chiropody/Podiatry               | CE00        |
|                              | Haematology - Transfusion Medicine | 7200        |                                  | Pharmacy                         | CF00        |
| <b>Mental Health</b>         |                                    | <b>8000</b> | <b>Obstetrics</b>                |                                  | <b>D000</b> |
|                              | Adult Mental Health                | 8100        |                                  | Ante Natal                       | D100        |
|                              | Child & Adolescent Mental Health   | 8200        |                                  | Delivery                         | D200        |
|                              | Drug & Alcohol Treatment           | 8300        |                                  | Post Natal                       |             |
| <b>Radiology</b>             |                                    | <b>9000</b> | <b>Gynaecology</b>               |                                  | <b>E000</b> |
|                              | Radiology - General                | 9100        |                                  | Gynaecology                      | E100        |
|                              | Radiation Oncology                 | 9200        | <b>Disability</b>                |                                  | <b>F000</b> |
|                              | CT / MRI                           | 9300        |                                  | Disability Services              | B800        |
|                              |                                    |             |                                  | Learning/Intellectual Disability | F100        |
|                              |                                    |             |                                  | Physical/Sensory Disability      | F200        |
|                              |                                    |             | <b>Other</b>                     |                                  | <b>Z000</b> |
|                              |                                    |             |                                  | Other                            | Z100        |

Available options are:

|   |  |             |  |   |             |
|---|--|-------------|--|---|-------------|
| <b>Medication Incident</b>                      | <b>Definitions – See Page 112-113</b>                                  | <b>1000</b> | <b>Peri-natal</b>                          | <b>Definitions – See Page 116-117</b>             | <b>4000</b> |
|   | Incorrect Medication   | 1100        |  | Cerebral Irritability / Neo-natal Seizure         | 4100        |
|   | Incorrect Dosage   | 1200        |  | Birth Injury (incl. Instrument Injury)            | 4200        |
|   | Incorrect route  | 1300        |  | Unexpected congenital abnormality                 | 4300        |
|   | Incorrect Directions / Labelling                                       | 1500        |  | Episiotomy Incident (incl. breakdown of perineum) | 4400        |
|   | Incorrect Method of Constitution                                       | 1700        |  | Shoulder Dystocia                                 | 4500        |
|   | Incorrect Storage  | 1800        |  | Apgar <5@1, 7@5, cord BE <12, pH<7.2              | 4600        |
|   | Signature of Healthcare Practitioner Omitted                           | 1A00        |  | Cord Prolapse                                     | 4700        |
|   | Unsatisfactory Drug Security   | 1C00        |  | Meconium Aspiration                               | 4900        |
|   | Adverse / Allergic Reaction to Known Allergen                          | 1D00        |  | Failed Instrumental Delivery Leading CS           | 4A00        |
|   | Incorrect Patient  | 1E00        |  | Severe urinary or faecal incontinence             | 4A10        |
|   | Incorrect Rate   | 1F00        |  | Puerperal infection                               | 4A20        |
|   | Incorrect Diluents'  | 1G00        |  | Resus Req unplanned NNU/NICU Admission            | 4A30        |
|   | Inappropriate Self-medication  | 1J00        |  | Suturing Incidents (incl. breakdown of perineum)  | 4K00        |
|   | Contraindication to Use of Medication                                  | 1K00        |  | Feed-related Incident                             | 4L00        |
|   | Missed Medication  | 1M00        |  | Complication Arising from Home Birth              | 4P00        |
|   | Other  | 1N00        |  | Anti-D Incidents                                  | 4Q00        |
|   | Adverse / Allergic Reaction to Unknown Allergen                        | 1O00        |  | Maternal Death                                    | 4R00        |
|   | Incorrect Frequency  | 1P00        |  | Unexpected Neonatal Death                         | 4S00        |
|   | Incorrect Time   | 1Q00        |  | Stillbirth  | 4T00        |
|   | Cytotoxic Spillage on patient  | 1S00        |  | Other   | 4U00        |
|   | Medication on admission/transfer/discharge incorrect or not reconciled | 1T00        |  | Pregnancy arising from failed tubal ligation      | 4V00        |
|   | Incorrect duration of treatment  | 1U00        |  | Eclamptic fit / Severe PET                        | 4W00        |
|   | Duplicate Therapy  | 1V00        |  | Retained vaginal swab or tampon                   | 4X00        |
|   | Illegible prescription   | 1W00        |  | Delivery interval emergency CS > 45 mins          | 4Y00        |
|   | Non-compliance with hospital policy                                    | 1X00        |  | Complic -> transfer to OR post 2nd stage          | 4Z00        |
|   | Adverse Drug Interaction   | 1Y00        | <b>Treatment Incident</b>                  | <b>Definitions – See Page 118</b>                 | <b>5000</b> |
|   | Patient's BMI recorded incorrectly                                     | 1Z00        |  | Delay / Failure to Treat - Adverse Outcome        | 5100        |
| <b>Diagnosis Incident</b>                       | <b>Definitions – See Page 114</b>                                      | <b>2000</b> |  | Failure / Difficulty Performing Procedure         | 5200        |
|   | Mislabelled Sample   | 2500        |  | Serious Soft Tissue Damage                        | 5300        |
|   | Mislabelled Test Results   | 2600        |  | Post-epidural Problems                            | 5900        |
|   | Lost / Missing Test Results or Sample                                  | 2700        |  | Other   | 5B00        |
|   | Test Performed on Wrong Patient  | 2800        |  | Foreign Body Left in situ                         | 5D00        |
|   | Other  | 2900        |  | Patient Refusal of Treatment                      | 5G00        |
|   | Delayed Diagnosis  | 2A00        |  | Infiltration Injury / Leakage                     | 5H00        |
|   | Failure to Diagnose  | 2B00        |  | Hospital-related Death Rep. To Coroner            | 5K00        |
|   | Incorrect result applied to patient                                    | 2C00        |  | DVT   | 5M00        |
|   | Incorrect test performed   | 2D00        |  | Incorrect Procedure                               | 5N00        |
| <b>Peri-operative / Peri-procedure Incident</b> | <b>Definitions – See Page 115</b>                                      | <b>3000</b> |  | Unexpected Patient Fatality                       | 5O00        |
|   | Adverse Reaction to Treatment  | 3100        |  | Cannula Injury                                    | 5P00        |
|   | Unexpected Complications During Operation / Procedure                  | 3200        |  | Tracheostomy                                      | 5Q00        |
|   | Unexpected Complications Following Operation / Procedure               | 3300        |  | Inappropriate Admission/transfer                  | 5R00        |
|   | Wrong Operation / Procedure  | 3400        |  |   |             |
|   | Wrong Site Surgery   | 3500        | <b>Blood Transfusion Incident</b>          | <b>Definitions – See Page 119</b>                 | <b>6000</b> |
|   | Unnecessary Surgery / Procedure  | 3600        |  | Blood Product Given to Wrong Patient              | 6100        |
|   | Unintentional Punch / Laceration to Organ                              | 3800        |  | Blood Product Infused at Incorrect Rate           | 6200        |
|   | Delayed / Cancelled surgery - Result Patient Harm                      | 3900        |  | Blood Product incorrectly Stored                  | 6300        |
|   | Post-operative Infection   | 3A00        |  | Blood Product to Patient Likely to Refuse         | 6400        |
|   | Unplanned Return to Theatre  | 3C00        |  | Omission of Blood Product                         | 6500        |
|   | Missing / Retained Swab / Device / Needle                              | 3D00        |  | Incorrect / No Prescription for Blood Product     | 6600        |
|   | Cardiac Arrest / Resuscitation of Patient                              | 3E00        |  | Failure of Transportation / Collection Sys        | 6700        |
|   | IV Infiltrates Causing Local Inflammation                              | 3F00        |  | Adverse Reaction to Blood Products                | 6800        |
|   | Mendelsohn's Syndrome  | 3H00        |  | Injury Arising from Donation                      | 6900        |
|   | Diathermy Burn   | 3J00        |  | Blood Wastage                                     | 6A00        |
|   | Anaesthetic Problems   | 3K00        |  | Blood Product Recall                              | 6B00        |
|   | Intub. Comps Incl. Aspir / Dental Damage                               | 3L00        |  | Other   | 6C00        |
|   | Patient Positioning Event Leading to Injury                            | 3M00        |  | Incorrect Blood Product Given                     | 6D00        |
|   | Graze / Laceration / Bruise  | 3N00        |  | Haemovigilance                                    | 6E00        |
|   | Patient Fatality   | 3P00        | <b>Consent / Confidentiality Incidents</b> | <b>Definitions – See Page 120</b>                 | <b>7000</b> |
|   | Hospital-related Death Rep. To Coroner                                 | 3Q00        |  | Removal & Retention of Organs w/o Consent         | 7100        |
|   | Other  | 3R00        |  | Breach of Patient Confidentiality                 | 7200        |
|   |  |             |  | Lack of Valid Consent                             | 7300        |

As per Stars User Manual Version 2.10 (February 2009)

|   |   |             |   |   |
|---|---|-------------|---|---|
| <b>Infection Control Incident</b>       |   |             | <b>Discharge Incident</b>                 |   |
|   | <b>Definitions – See Page 122</b>                 | <b>9000</b> |   | <b>Definitions – See Page 121</b>         |
|   | Hospital Acquired Infection                       | 9200        |   | Self-discharge / Discharge Against Advice |
|   | Inadvertent Exposure infectious Disease           | 9300        |   | Unplan Re-attend. To A&E Within One Week  |
|   | Sharps injuries to patients (Excluding Needles)   | 9400        |   | Readmission Within 72 Hours of Discharge  |
|   |   |             |   | Unplanned Reattendance                    |
|   | Body Fluids - Splash Exposure                     | 9500        |   |   |
|   | Blood - Splash Exposure                           | 9600        |   | Other                                     |
|   | Needle stick Injury to patient                    | 9700        |   |   |
|   |   |             | <b>Slips / Trips / Falls</b>              |   |
|   | Incorrect Disposal of Clinical Waste              | 9800        |   | <b>Definitions – See Page 126</b>         |
|   | Equip / Instrument Contamination / Unsterilized   | 9900        |   | Patient Fall Moving Under Supervision     |
|   | Non-comp with Infec. Control Procedures           | 9A00        |   | Patient Fall Moving w/o Supervision       |
|   |   |             |   | Patient fall from bed/cot                 |
| <b>Inappropriate Behaviour</b>          |   | <b>9Z00</b> |   | Patient fall from chair                   |
|   | Inappropriate Behaviour                           | 9Z10        |   | Patient fall from commode                 |
| <b>Equipment / Device Incident</b>      |   | <b>A000</b> |   |   |
|   | <b>Definitions – See Page 123</b>                 |             |   | Patient fall from hoist                   |
|   | Failure / Malfunction of Device / Equipment       | A100        |   | Patient fall from trolley                 |
|   | Lack / Unavailability of Device / Equipment       | A200        |   | Patient fall from toilet                  |
|   |   |             | <b>Violence / Harassment / Aggression</b> |   |
|   | Wrong Device / Equipment Used                     | A300        |   | <b>Definitions – See Page 127</b>         |
| <b>Records / Documentation Incident</b> |   | <b>B000</b> |   |   |
|   | <b>Definitions – See Page 124</b>                 |             |   | Assault – Verbal                          |
|   | Clinical Records Missing / Misplaced              | B100        |   | Sexual Harassment                         |
|   | Illegible Documentation                           | B200        |   | Racial Abuse                              |
|   | Delay in Receiving Medical Records                | B300        |   | Assault – Physical                        |
|   | Wrong Medical Records Applied to Patient          | B400        |   | Bullying / Intimidation                   |
|   | Multiple / Duplicate Records                      | B500        |   | Other                                     |
|   | Absent / Incorrect ID Band                        | B600        |   | Aggressive Behaviour                      |
|   | Incomplete Records                                | B700        |   | Alleged Bullying                          |
|   | Other   | B800        |   | Alleged Physical Assault                  |
| <b>Patient Absconson</b>                |   | <b>C000</b> |   |   |
|   | <b>Definitions – See Page 125</b>                 |             |   | Alleged Sexual Harassment                 |
|   | Patient absconson – No harm                       | C300        |   | Restraint                                 |
|   | Patient absconson – Harm                          | C400        | <b>Other</b>                              |   |
| <b>Patient Self-harm</b>                |   | <b>E000</b> | <b>Unplanned Events</b>                   | <b>To be decided</b>                      |
|   | <b>To be decided</b>                              |             |   | <b>G000</b>                               |
|   | Suicide Within One Month of Discharge             | E100        |   | Sudden Collapse                           |
|   | In-patient Suicide                                | E300        |   | Unexpected Deterioration                  |
|   | Attempted Suicide While Under Medical Supervision | E400        |   | Unplanned Admission to Theatre            |
|   | Attempted self harm                               | E600        |   | Transfer to Another Hospital / HDU        |
|   | Suicide while under medical supervision           | E700        |   | Unplanned Readmission After Surgery       |
|   |   |             |   | Extended Stay                             |
|   |   |             |   | Other                                     |
|   |   |             | <b>Unexplained Injury/Unknown Cause</b>   |   |
|   |   |             |   |   |
|   |   |             |   | Unexplained Injury/Unknown Cause          |
|   |   |             |   |   |

**What is the Body Part Affected?**

|                    |          |                   |        |               |
|--------------------|----------|-------------------|--------|---------------|
| Abdomen            | Ankle    | Arm               | Back   | Brain         |
| Buttocks           | Genital  | Groin             | Hand   | Head          |
| Hip                | Internal | Knee              | Leg    | Lips          |
| Lung               | Mouth    | Multiple injuries | Neck   | Neck/whiplash |
| No apparent injury | Nose     | Other             | Pelvis | Psychological |
| Respiratory        | Rib      | Shoulder          | Teeth  | Thigh         |
| Throat             | Thumb    | Toe               | Wrist  |               |

### What Was the Outcome?

This is the harm (if any) caused to the patient by the incident/near miss. This may include an escalation or prolonging of the original condition being treated or the emergence of a new injury, illness or disease. Among the options is **No apparent injury/reaction**.

The available options are:

| Description                            | Code | Description                        | Code |
|--|------|------------------------------------|------|
| Allergic Reaction                      | 1000 | Infection (Hepatitis C)            | B000 |
| Amputation                             | 2000 | Infection (MRSA)                   | Y110 |
| Anaesthetic Awareness                  | Y100 | Laceration                         | C000 |
| Asphyxiation                           | 3000 | Loss of Consortium                 | Y111 |
| Birth Injury                           | Y101 | Multiple Injuries                  | Y112 |
| Blindness/vision impairment/eye injury | Y102 | Nerve Damage                       | Y113 |
| Brain Damage                           | Y103 | No Apparent Injury/Reaction        | Z000 |
| Bruising                               | 4100 | Organ Damage                       | Y114 |
| Burn/Scald                             | 5000 | Other                              | Y115 |
| Collapse/loss of consciousness         | 6000 | Pain and Suffering                 | Y116 |
| Dislocation                            | 6100 | Paralyses                          | Y117 |
| Dental damage                          | Y104 | Permanent Injury                   | Y118 |
| Facial palsy                           | 7000 | Pressure Sores                     | D000 |
| Failed Sterilisation                   | Y105 | Psychological/psychiatric injury   | Y119 |
| Fatality                               | 8000 | Puncture injury                    | E000 |
| Fertility Impairment                   | Y106 | Serious deterioration in condition | F000 |
| Fracture                               | 9000 | Slipped epiphysis                  | Y120 |
| Graze                                  | 9100 | Temporo/Mandibular dislocation     | Y121 |
| Fracture Deformity                     | Y107 | Trauma                             | G000 |
| Haemorrhage                            | Y108 |                                    |      |
| Hearing impairment                     | Y109 |                                    |      |
| Infection                              | A000 |                                    |      |

### Appendix I: HSE RISK IMPACT TABLE

|   | Negligible  | Minor   | Moderate  | Major   | Extreme   |
|---|---|---|---|---|---|
| <b>Injury</b>   | Adverse event leading to minor injury not requiring first aid.<br>No impaired Psychosocial functioning                              | Minor injury or illness, first aid treatment required<br><3 days absence<br><3 days extended hospital stay<br>Impaired psychosocial functioning greater than 3 days less than one month   | Significant injury requiring medical treatment e.g. Fracture and/or counselling.<br>Agency reportable, e.g. HSA, Gardaí (violent and aggressive acts).<br>>3 Days absence<br>3-8 Days extended hospital Stay<br>Impaired psychosocial functioning greater than one month less than six months | Major injuries/long term incapacity or disability (loss of limb) requiring medical treatment and/or counselling<br>Impaired psychosocial functioning greater than six months  | Incident leading to death or major permanent incapacity.<br>Event which impacts on large number of patients or member of the public<br>Permanent psychosocial functioning incapacity.   |
| <b>Service User Experience</b>  | Reduced quality of service user experience related to inadequate provision of information   | Unsatisfactory service user experience related to less than optimal treatment and/or inadequate information, not being talked to & treated as an equal, or not being treated with honesty, dignity & respect - readily resolvable | Unsatisfactory service user experience related to less than optimal treatment resulting in short term effects (less than 1 week)  | Unsatisfactory service user experience related to poor treatment resulting in long term effects   | Totally unsatisfactory service user outcome resulting in long term effects, or extremely poor experience of care provision  |
| <b>Compliance with Standards (Statutory, Clinical, Professional &amp; Management)</b> | Minor non compliance with internal standards. Small number of minor issues requiring improvement                                    | Single failure to meet internal standards or follow protocol. Minor recommendations which can be easily addressed by local management   | Repeated failure to meet internal standards or follow protocols. Important recommendations that can be addressed with an appropriate management action plan.  | Repeated failure to meet external standards. Failure to meet national norms and standards / Regulations (e.g. Mental Health, Child Care Act etc).<br>Critical report or substantial number of significant findings and/or lack of adherence to regulations.   | Gross failure to meet external standards<br>Repeated failure to meet national norms and standards / regulations.<br>Severely critical report with possible major reputational or financial implications.  |
| <b>Objectives/Projects</b>  | Barely noticeable reduction in scope, quality or schedule.  | Minor reduction in scope, quality or schedule.  | Reduction in scope or quality of project; project objectives or schedule.   | Significant project over – run.   | Inability to meet project objectives.<br>Reputation of the organisation seriously damaged.  |
| <b>Business Continuity</b>  | Interruption in a service which does not impact on the delivery of service user care or the ability to continue to provide service. | Short term disruption to service with minor impact on service user care.  | Some disruption in service with unacceptable impact on service user care. Temporary loss of ability to provide service  | Sustained loss of service which has serious impact on delivery of service user care or service resulting in major contingency plans being involved  | Permanent loss of core service or facility. Disruption to facility leading to significant 'knock on' effect   |
| <b>Adverse publicity/ Reputation</b>  | Rumours, no media coverage. No public concerns voiced.<br>Little effect on staff morale. No review/investigation necessary.         | Local media coverage – short term. Some public concern.<br>Minor effect on staff morale / public attitudes. Internal review necessary.  | Local media – adverse publicity.<br>Significant effect on staff morale & public perception of the organisation. Public calls (at local level) for specific remedial actions. Comprehensive review/investigation necessary.  | National media/ adverse publicity, less than 3 days. News stories & features in national papers. Local media – long term adverse publicity.<br>Public confidence in the organisation undermined. HSE use of resources questioned. Minister may make comment. Possible questions in the Dail. Public calls (at national level) for specific remedial actions to be taken possible HSE review/investigation | National/International media/ adverse publicity. > than 3 days. Editorial follows days of news stories & features in National papers.<br>Public confidence in the organisation undermined.<br>HSE use of resources questioned. CEO's performance questioned. Calls for individual HSE officials to be sanctioned. Taoiseach/Minister forced to comment or intervene. Questions in the Dail. Public calls (at national level) for specific remedial actions to be taken. Court action. Public (independent) Inquiry. |
| <b>Financial Loss (per local Contact)</b>   | <€1k  | €1k – €10k  | €10k – €100k  | €100k – €1m   | >€1m  |
| <b>Environment</b>  | Nuisance Release.   | On site release contained by organisation.  | On site release contained by organisation.  | Release affecting minimal off-site area requiring external assistance (fire brigade, radiation, protection service etc.)  | Toxic release affecting off-site with detrimental effect requiring outside assistance.  |

#### 1. LIKELIHOOD SCORING

| Rare/Remote (1)              |             | Unlikely (2)           |             | Possible (3)           |             | Likely (4)       |             | Almost Certain (5) |             |
|------------------------------|-------------|------------------------|-------------|------------------------|-------------|------------------|-------------|--------------------|-------------|
| Actual Frequency             | Probability | Actual Frequency       | Probability | Actual Frequency       | Probability | Actual Frequency | Probability | Actual Frequency   | Probability |
| Occurs every 5 years or more | 1%          | Occurs every 2-5 years | 10%         | Occurs every 1-2 years | 50%         | Elmantly         | 75%         | At least monthly   | 99%         |

#### 3. RISK MATRIX

|                    | Negligible (1) | Minor (2) | Moderate (3) | Major (4) | Extreme (5) |
|--------------------|----------------|-----------|--------------|-----------|-------------|
| Almost Certain (5) | 5              | 10        | 15           | 20        | 25          |
| Likely (4)         | 4              | 8         | 12           | 16        | 20          |
| Possible (3)       | 3              | 6         | 9            | 12        | 15          |
| Unlikely (2)       | 2              | 4         | 6            | 8         | 10          |
| Rare/Remote (1)    | 1              | 2         | 3            | 4         | 5           |

**Contributory Clinical Factor (Primary)**

The primary clinical cause of the incident.

**Contributory Clinical Factor (Additional)**

Any secondary clinical cause that contributed to the incident.

Options available for both Primary and Additional Contributory Clinical Factors are:

- Adverse / allergic reaction
- Adverse Drug Interaction
- Blood product incorrectly stored
- Blood product infused at incorrect rate
- Consent obtained by inappropriate practitioner
- Contaminated instrument
- Contra-indication to the use of medicine
- Cross-matching error
- Defective equipment
- Delay/failure in acting on formal result
- Delay/failure in recognise complication tm.
- Delay/failure to treat
- Delay/failure to do initial assessment
- Delay/failure to allocate following an initial assessment
- Delay/failure to deliver child protection care plan
- Delay/failure to deliver statutory requirements children in care - social worker allocation
- Delay/Failure to deliver statutory requirements children in care - Statutory Visits
- Delay/failure to deliver statutory requirements children in care - children in care review
- Delay/failure to deliver statutory requirements children in care - care plan
- Delay/failure to do CSA assessment
- Expired blood product
- Failure in discharge planning process
- Failure of antenatal screening
- Failure of clinical assessment equipment
- Failure of transportation/collection system
- Failure to carry out post-op monitoring
- Failure to determine patient competence
- Failure to interpret CTG correctly
- Failure to monitor
- Failure to monitor intra-operatively
- Failure to provide adequate information
- Failure to refer for hospital follow-up
- Failure to seek consent
- Failure to undertake clinical assessment
- Failure/delay ordering appropriate tests
- Failure/delay to perform tests
- Illegible documentation
- Inadequate infection control procedures
- Inadequate medical documentation
- Incorrect results
- Incorrect duration of treatment
- Inappropriate/lack of placements
- Ineffective treatment
- Lack of preoperative patient assessment
- Medication on admission/transfer/discharge incorrect or not reconciled
- Misdiagnosis
- Non-compliance with hospital policy
- Patient's BMI recorded incorrectly
- Practitioner error
- Retained products of conception
- User error
- Failure to Admit / Arrange Admission
- Other