

## Clinical Incidents Overview

The My Health Record system and foundation eHealth products enable improved access to clinical information, helping clinicians provide better, safer care to their patients.

It is important to recognise however that implementation of any new system in healthcare (electronic or otherwise) must be carefully monitored to ensure that any incidents\* are identified and addressed. With the My Health Record system, clinical incidents may relate to clinicians' interaction with the My Health Record system directly, or the behaviour of their own Desktop Software when handling information from the My Health Record system.

These incidents may have safety, usability, technical, privacy or security components.

Incidents need to be documented so that the cause(s) can be identified and addressed. The developers and operators of the HI Service and of the My Health Record system support their users and have processes to ensure that incidents are appropriately addressed.

To do this, users need to report incidents in order to inform improvements and make it possible to later disseminate lessons to the wider audience of users. The process for doing this is discussed below.

The guiding principles of My Health – related clinical incident reporting are important:

1. Reporting is voluntary (except in the case of data breaches, which are mandatory);
2. Only de-identified incident data should be reported for analysis to vendors; and
3. Clinical incidents should be reported to the appropriate organisation – see table on the next page.

**Please note that the reporting of Data Breaches is mandatory**

See the Office of Australian Information Commissioner OAIC Data Breach Notification Guide.

<https://www.oaic.gov.au/resources/agencies-and-organisations/guides/guide-to-mandatory-dbn-in-pcehr-system.pdf>

If you identify an unexplained error in a clinical document that you have uploaded to a consumer's My Health Record, or have encountered a technical problem or service disruption while using the My Health Record system which may affect the care provided to your patient, you should call your software vendor in the first instance to determine whether the error can be resolved locally.

You should also call the My Health helpline on 1800 723 471 and select option two (Provider Enquiries). When speaking to the operator, let them know that you have identified a clinical safety issue.

Primary Health Networks have a role in identifying issues that are of a general concern to the provision of safer care to patients. Hence, in addition to reporting clinical incidents formally as outlined in this Section, it is suggested that they also be reported to the Digital Health Support Officers for monitoring and follow up.

A sample reporting form has been provided with this information pack; or email [PQI@country.saphn.com.au](mailto:PQI@country.saphn.com.au) for a current version.

\* Defined as "An event or circumstance that resulted or could have resulted, in unintended and/or unnecessary harm to a person and/or a complaint loss or damage", by ACSQHC, at: <http://www.safetyandquality.gov.au/wp-content/uploads/2011/09/NSQHS-Standards-Sept-2012.pdf>.

## KEY CONTACTS

Topic	Key Contact
General Help or guidance	Country SA PHN Digital Health Support - <a href="mailto:pqi@country@saphn.com.au">pqi@country@saphn.com.au</a>
Local clinical information systems	Contact your software supplier's Helpdesk
Healthcare Identifiers Service	Department of Human Services - Phone: 1300 361 457
PKI certificates	For Medicare certificates: the Department of Human Services eBusiness Service Centre - Phone: 1800 700 199
My Health Record System	The My Health Record system Operator - Phone: 1800 723 471
Data Privacy Breaches	Office of the Australian Information Commissioner - <a href="https://www.oaic.gov.au/agencies-and-organisations/guides/guide-to-mandatory-dbn-in-pcehr-system">https://www.oaic.gov.au/agencies-and-organisations/guides/guide-to-mandatory-dbn-in-pcehr-system</a>
Other enabling products and services, e.g. National Clinical Terminology Information Service (AMT, SNOMED-CT-AU)	Email: <a href="mailto:terminologies@nehta.gov.au">terminologies@nehta.gov.au</a>
Technical specifications	NEHTA Service Desk Support - <a href="mailto:help@nehta.gov.au">help@nehta.gov.au</a> - Phone: 1300 901 001

## TYPES OF ISSUES TO MONITOR AND REPORT

Issues in the operation of the eHealth systems are likely to arise from three main sources:

1. Clinical Software that connects to the HI Service and My Health Record systems;
2. Enabling infrastructure and services such as:
  - a. Identification (HI Service) and authentication (PKI) and other services that are operated by third parties (including Contracted Service Providers (CSP)); and
  - b. Clinical documents in the My Health Record System, including the way these are displayed; and
3. The My Health Record system operated by The Department of Health, including the availability and display of clinical information.

Specifically, clinical incidents that occur in the course of treatment, that may be related to the eHealth Record System and may be contributory factors to patient harm, may include, but not be restricted to, those described below:

### Practice Management Issues\*\*

- Patient administration data, including identity or contact information may be missing, incorrect, incomplete, out of date or corrupt
- Misleading or absent information in a patient's clinical record
- Misleading, absent or conflicting information required for the management or planning of structured care
- Reference data is absent or incorrect

\*\* This list is adapted from the BT Health Sentry System, which is licenced for use in Australia by NEHTA.

### Clinical Systems Issues

- Clinical information is presented inappropriately or in a manner that its context is misleading or cannot be ascertained
- Failure to manage the scheduling or requesting of care services or the resources required to operate services
- Failure to manage the resources required to operate services
- Operational data analysis used to reduce clinical risk (e.g. audit/logs) not completed or completed incorrectly
- Data in inbound (or outbound) messages is incorrect, absent or is sent to the wrong destination
- Clinical System background tasks not completed or incorrectly completed
- A Clinical System feature intended to control clinical risk functions incorrectly installed or not at all

### **Service System Issues**

- The Service and/or System performance is inadequate to support the clinical environment in which the system is intended to be used
- Whole or part of the Service and/or System is unavailable or access is inappropriately denied.

The process for reporting My Health-related clinical incidents will be updated from time to time. Please check the My Health Record website and or NEHTA at <http://www.nehta.gov.au/using-the-my-health-record-system/maintaining-ehealth-in-your-practice/clinical-incident-reporting>.

The PHN's will also keep Healthcare Providers updated as to what changes have been made.