

Memo



Health
Sydney
Local Health District

SF24/104
BR24/1947

TO All Staff, SLHD

FROM Dr Teresa Anderson, AM Chief Executive SLHD

DATE 5 April 2024

SUBJECT Timely Reporting of Incidents and Adverse Events

All SLHD staff are responsible for identifying incidents and for taking immediate action to report these and ensure the safety of patients, visitors and other staff. An incident is an unplanned adverse event that results in, or has the potential for injury, damage or loss, including near misses.

The [NSW Health Policy – Incident Management PD2020_047](#) outlines that the principles of **immediacy**, **accountability** and **kindness** guide our interactions with patients, carers and families, staff and the broader community.

Within SLHD we have a strong reporting culture and are deeply committed to learning from incidents to reduce harm, recurrence and continuously improve the healthcare we deliver. In order to do so, it is of the utmost important that **all incidents are reported immediately and** escalated appropriately using the [statewide IMS+ system](#).

IMS+ training is mandatory for all staff, and is completed online through the My Health Learning (Course: ims+ How to Notify an Incident Course Code 259009870). To further assist staff with their report obligations, I encourage staff to bookmark and refer to the ims+ facts sheets via: <http://slhd-intranet.sswahs.nsw.gov.au/slhd/ims/default.html>.

If required, additional support using ims+ is available from SLHDimsplus@health.nsw.gov.au.

Thank you for your attention to this and for your work to ensure safety for all.

Kind Regards,

Dr Teresa Anderson AM
Chief Executive, SLHD

Date: 8-4-24