Incidents

Your Voice for a **Safer, Stronger** Health System

NSW GOVERNMENT | eHealth

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If you require any assistance, please view user guides and videos **HERE**.

INC860016 | Security and Safety

Incident Overview

Details and Status

Reference ID	INC860016
Name of primary person affected	
Reported date (dd/mm/yyyy)	14/02/2024
Reported time (hh:mm)	06:13
Incident status	New

Incident Details

Incident Details

Who or what was most affected? This refers to the primary person affected, not the person who caused it	No Person

Incident Details

Incident date (dd/mm/yyyy)	14/02/2024
Incident time (24 hrs) (hh:mm)	05:05
Is the time estimated?	No

Incident Details

What type of NSW Health organisation do you work for?	Local Health District (LHD) / Hospital or Specialty Health Network

Health Service

Health Service

Health/Ambulance service where the incident occurred Service responsible for clinical care/support Please type in and search for the Ward/Department/Station first, then select the location with the correct LHD/Organisation in the name. If you can't find your location please see Help Text for examples.	NSWH / WSLHD / WSLHD / Westmead Hospital / WM Emergency Mental Health Pod
Additional details about Location (e.g., corridor, hallway, community address)	WMHED MH POD

What Happened?
(or could have happened)?

Principal incident type is meant to capture incidents, near misses and hazards.

What Happened?
(or could have happened)?

Details Maximum character limit is 32766 including spaces.	At 05:05 pt attempting to abscond from MH POD. Followed by NS and security duress pulled when pt unable to be redirected back to bed space. Unfortunately when Duress pulled it did not alert. Duress at the commencement of shift tested and returned a correct self test result. Despite this no functional alert was sent to any other duress within the ED. Leaving staff and limited security to manage the pt.

What Happened?
(or could have happened)?

Principal incident type	Security and Safety

What Happened?
(or could have happened)?

Please categorise this incident type further	Alarm triggered

What Happened?
(or could have happened)?

Additional details	Duress alarm

YesWas any equipment involved in the incident?

Alarms Triggered

Time alarm raised? (hh:mm)	05:05
Time appropriate personnel responded? (hh:mm)	
False alarm?	No

Equipment

Item / equipment type	Personal Duress alarm

Brand name	AIRSTAR
Manufacturer	AIRSTAR
Model number	C4CB6B232C9B
Identification number(s) / marks	FCC ID: TA7-B400 IC: 6864A-B400

Outcome / Responses

Initial Assessment

Initial Impact of incident	Threat to safety and security of patients, staff, service
Initial Care and/or treatment required following incident/near miss	Monitor/review only
Initial Harm Score	4

Responses

Responses

Have you told your manager?	Yes
Immediate action(s) taken Enter action taken at the time of the incident. Maximum character limit is 32766 including spaces.	Duress placed into broken duress bay. ED NUM alerted and security aware

Contributing Factors and Prevention

What things could have contributed to the incident?	Duress faulty and did not alert Security to the need for response
Was the use of virtual care (i.e., telehealth, video conferencing, store & send or remote monitoring) involved in this incident or near miss?	No
What could be done to prevent similar incidents?	Duress alarms being in working condition

Feedback to the Notifier

Use this section to detail any specific feedback to the notifier.

Feedback to notifier Maximum character limit is 32766 including spaces.	