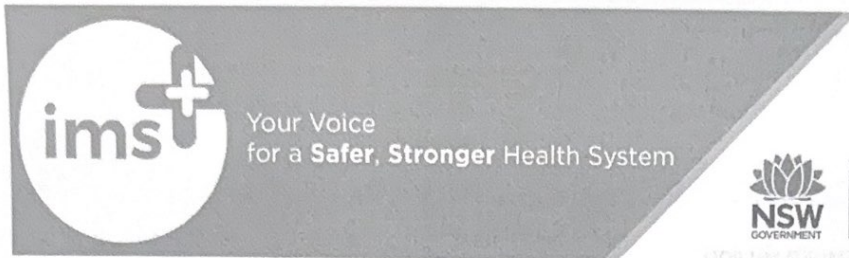


# Incidents



eHealth

To view the NSW Health policies page click [HERE](#).

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 <b>most</b> affected? This refers to the primary person affected, not the person who caused it	No Person
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##### 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
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#### Health Service

#### Health Service

2/14/24, 6:14 AM

DCIQ:

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

Yes Was 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

2/14/24, 6:14 AM

DCIQ:

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

**Outcome / Responses**

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**Initial Assessment**

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

**Responses**

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**Responses**

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

**Contributing Factors and Prevention**

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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.

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Feedback to notifier  
Maximum character limit is 32766 including spaces.

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