CLASSIFICATION OF CRITICAL INCIDENTS

It should be noted that at times the differences between a ‘Serious’ and ‘Major’ event are difficult to establish. In these cases the event should be deemed to be ‘Serious’ and treated as such.

**Severe / Major Events**

These are major events with significant consequences, and may include but are not limited to:

- DHF clients suffering permanent loss of function (sensory, motor, physiological or psychological) unrelated to the natural course of an illness and differing from the expected outcome of client management
- DHF client at significant risk (particularly minors or those with a serious illness) due to refusing medical treatment
- any violent or unnatural death
- missing person from community or tourist
- threatened or actual physical or verbal assault of a client by a staff member requiring external or police intervention
- injury to a staff member, hospitalisation, or threatened or actual physical or verbal assault of staff requiring police intervention
- major loss of agency / service to users
- loss of assets replacement value due to damage, etc > $5,000
- possible unfavourable media coverage
- travelling staff member 4 hours overdue

**Serious / Sentinel Events**

A sentinel event may be described as an unexpected occurrence involving death, serious physical or psychological harm resulting from treatment, omission or outcome of care to a DHF client. For the purposes of Remote Health, this has been expanded to include other client and non-client related events that are deemed to be of a serious nature, including but not limited to:

- death of a client currently being treated by DHF staff which is unrelated to the natural course of the illness and differing from the immediate expected outcome of the client management*
- suspected suicide of an at risk client*
- suspected homicide
- medication error involving the death of a client*
- maternal or infant death associated with labour or delivery*
- death of a staff member related to work incident or suicide
- toxic release on or off site with detrimental effect
- fire in either the health centre or health centre accommodation

* Also defined as a sentinel event