

# Managing Patient/TMO Safety Concerns during Accreditation Visits Procedure

## Purpose

Accreditation team members undertaking accreditation visits may, in their investigations, encounter issues which pose risks to patient and/or trainee medical officer (TMO) safety. This procedure sets out how the accreditation team should manage such concerns.

## Context

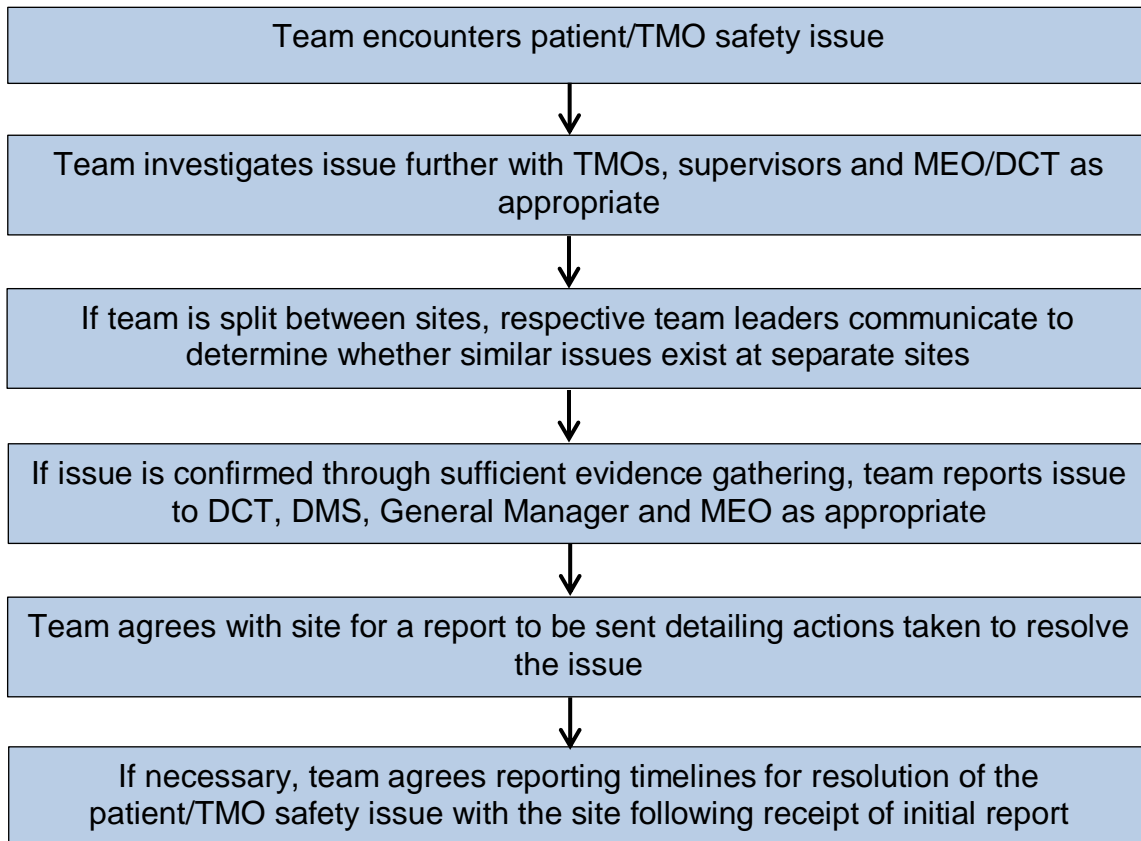
- > If an accreditation team encounters a patient and/or TMO safety issue, it has a duty to investigate this to the best of its ability and inform the relevant authorities at the site.
- > A patient safety concern refers to any real or potential issue that could compromise the care given to a patient in the care of a TMO.
- > A TMO safety concern refers to any real or potential issue that could result in a TMO coming to physical or professional harm.
- > These two types of concern are not mutually exclusive; an issue which endangers patient safety will often endanger TMO safety and vice versa.
- > It is most likely that these issues will be discovered in face-to-face meetings with TMOs. Due to the numbers of TMOs in certain rotations, an individual's anonymity may be compromised by the reporting of a patient/trainee safety concern. If this is likely, the accreditation team will inform the TMO of this and determine if they wish to proceed.

## Detail

When an accreditation team encounters a patient or TMO safety issue, it should follow the process outlined below to ensure its obligations are fulfilled.

- > Team members should ask questions in meetings with TMOs to investigate the issue and get as full a picture as possible of the issue. This issue should then be discussed with the appropriate term supervisor, or escalated to the Medical Education Officer and/or Director of Clinical Training, to determine the extent of the issue, whether this has been detected by the unit and whether steps have been taken to resolve it. This should then be reported to LHN management either immediately or in the debrief meeting at the end of the day.
- > LHN management will be responsible for producing a report detailing how the concern has been resolved, which will be submitted to the South Australian Medical Education and Training (SA MET) Unit within one week of the visit and forwarded to the accreditation team.
- > If the accreditation team is satisfied that the concern has been fully resolved, the SA MET Unit will inform the site.

- > If it has not been possible to fully resolve the concern by the time of submission of the report, the site will be responsible for completing an action plan detailing how and when the concern will be resolved. SA MET Unit staff will work closely with the site to ensure this action plan is met. Monitoring of the action plan will take place outside of the regular accreditation report process; however the final report may contain provisos relating to the concern.



Potential examples of patient/TMO safety issues include:

- TMOs prescribing medication they are unfamiliar with.
- TMOs working excessive amounts of overtime, leaving them fatigued and prone to errors.
- TMOs being asked to undertake procedures they have not been adequately trained in.
- TMOs consenting or being asked to consent patients without appropriate training.
- TMOs receiving inadequate levels of supervision, as defined by the SA MET Supervision Guideline.

## Related Documents

- > Accreditation Team Member Guide

## For more information

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## Document History:

<b>Date effective</b>	<b>Author/Editor</b>	<b>Approved by</b>	<b>Version</b>	<b>Change Reference</b>
4 April 2012	Project Officer, Accreditation	SA MET Health Advisory Council Accreditation Committee	1.0	Original Document
28 June 2013	Project Officer, Accreditation	Senior Project Officer, Accreditation	1.1	Update process
February 2015	Project Officer, Accreditation	Senior Project Officer, Accreditation	1.2	Minor updates