# 6 Incident Reports Review Tool

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| **Service provider:** |  |
| **Unit/team:** |  |
| **Auditor:** |  |
| **Date:** |  |

### Guidance notes

Seek a description of the service’s incident-reporting policy and procedures during management interviews.

During the on-site audit visit, a review of incident reports should include a review of:

* a sample of incident forms, against the following audit objectives
* complete and comprehensive records, to enable you to develop an understanding of the circumstances surrounding the incident
* evidence that appropriate actions and reviews have been completed at the appropriate organisational level
* a summary of incident report data.

|  | **Attainment** | **Risk** | **Comments** |
| --- | --- | --- | --- |
| **a. Indicators for incident forms** | | | |
| Initial documentation is consistent with policies and procedures  Documentation clear/legible and factual  Documentation provides a clear understanding of circumstances surrounding the incident and evidence of appropriate action instigated and a planned follow-up |  |  |  |
| **b. Indicators for incident reports** | | | |
| Report for months of       reviewed |  | | |
| Evidence of:   * level of review consistent with the nature of the incidents/events and organisational policy * patterns and trends being reviewed on a regular basis and evidence of a feedback-loop process * monitoring of patterns and trends, including systemic approach to analysis by: * number and type of incidents * location * circumstances, including systems, process and procedures * identification of core issues * outcome of action taken |  |  |  |