

Mr David Pope
President, South Australian Salaried Medical Officers Association
PO Box 64
North Adelaide SA 5006

Monday 3rd February

Dear Mr Pope,

We are seeking your organisation's feedback for a Review of the Safety Learning System (SLS) that has been commissioned by SA Health. The SLS has been in place since 2010 and is a key platform for SA Health to manage patient safety. It is a statewide system which allows healthcare professionals to report incidents in all SA public health services and related agencies such as ambulance. The SLS also allows patients and carers to lodge complaints and for work health and safety incidents to be managed.

The objectives of the review are to:

- Consider recommendations made by the Deputy State Coroner and independent reviews conducted in response to chemotherapy underdosing that relate to incident reporting and management;
- Determine and describe how the SLS is used across SA Health for patient incident reporting and management; and
- Identify factors that are impeding or may impede the use of SLS.

The Review is being undertaken by independent consultants, Associate Professor Peter Hibbert and Dr Tim Schultz. The Review will include surveys and interviews with clinician users and managers, and submissions from stakeholder organisations, such as yours. All submissions to the Review will be anonymized, aggregated and reported as key themes. Non-identifying direct quotes from submissions will also be used to demonstrate themes.

We would value your response to the following statements and questions on the next page. Could you please send a response to peter.hibbert@unisa.edu.au by Friday 28th February 2020? If you have any questions about the Review, please do not hesitate to contact Peter by email or 0414253461.

Yours sincerely,



Associate Professor Peter Hibbert
Visiting Research Fellow, University of South
Australia



Dr Tim Schultz
Senior Research Fellow, Adelaide Nursing
School, University of Adelaide

SLS Review: Statements and questions for your consideration

The original purpose of the SLS was to create a state-wide database to facilitate incident and risk management to ultimately improve patient safety in SA Health.

1. Does the SLS fulfil its purpose, in relation to reporting (sometimes also known as 'notifying'), managing, and analysing incidents? What evidence do you have to support your answer?
 - a) What are the factors that facilitate the SLS to fulfil its purpose of reporting, managing, and analysing incidents?
 - b) What are the barriers to the SLS fulfilling its purpose of reporting, managing, and analysing incidents?

The SLS should provide patient safety data for providing feedback to staff, patients and the healthcare system, thereby allowing improvements to patient safety.

2. To what extent is the SLS meeting this objective?
3. Can you provide examples of when the SLS was involved in improvements in practice that resulted in safer care delivered to patients, or conversely when opportunities were missed?

The next two questions relate to potential improvements in the future to the SLS. Note that the scope of the questions is not confined solely to the electronic system of the SLS; responses could also address culture and support around incident reporting and management, knowledge of the system and training, and feedback and learning from incidents at a network and SA Health level.

4. What, if anything, can be done at either health service or SA Health level for the SLS to fulfil its purpose of:
 - a. reporting (notifying), managing, and analysing incidents to improve patient safety?
 - b. providing patient safety data feedback to staff, patients and the healthcare system, thereby allowing improvements to patient safety?

The vision for SLS was to facilitate open disclosure and incorporate the end-to-end administration and process of complaints, coronial inquiries, medico-legal and insurance claims.

5. Do you have any comments in relation to these functions of the SLS, whether they have been achieved, and what are their barriers and facilitators?
6. What is needed to be done at either health service or SA Health level for the SLS to fulfil its purpose in relation to these functions?