

Policy/Procedure

Number: PROC001

Name: Critical Incident Procedure

Purpose

JCU GP Training is committed to ensuring that Critical Incidents, Adverse Events and significant Near Misses involving participants in the JCU GP Training program are responded to in a timely manner and are effectively managed.

A Critical Incident is defined as an adverse event resulting in serious harm. An Adverse Event is an event that causes disruption to an organisation, and/or creates significant danger or risk where Registrars, Supervisors, Training Post staff, Regional Training Organisation (RTO) staff, or patients feel unsafe, vulnerable or under stress. An event or circumstance arising during care that could have, but did not lead to unexpected actual harm, loss or damage is considered to be a Near Miss.

JCU GP Training is required to log incidents of all types, and to report those classified as Critical Incidents or Adverse Events to the relevant College as they occur. The de-identified log of incidents and events is provided to the Colleges on an annual basis.

In some cases a Critical Incident results in Notifiable Conduct. Notifiable Conduct, as defined in Section 140 of the Health Practitioner Regulation National Law (Queensland) is when a practitioner has:

- (a) practised the practitioner's profession while intoxicated by alcohol or drugs; or
- (b) engaged in sexual misconduct in connection with the practice of the practitioner's profession; or
- (c) placed the public at risk of substantial harm in the practitioner's practice of the profession because the practitioner has an impairment; or
- (d) placed the public at risk of harm because the practitioner has practised the profession in a way that constitutes a significant departure from accepted professional standards.

JCU GP Training is obligated to notify the Queensland Office of the Health Ombudsman in cases of Notifiable Conduct.

Scope

This procedure applies to all participants in the AGPT Program delivered by JCU GP Training.

Definitions

Australian General Practice Training Program or AGPT Program The program of formal general practice vocational training funded by the Commonwealth Department of Health and undertaken by Registrars.

Adverse Event Any incident which causes disruption to an organisation, creates significant danger or risk where Registrars, Supervisors, Training Post staff, Regional Training Organisation (RTO) staff, or patients feel unsafe, vulnerable or under stress.

College The GP college to which a Registrar is enrolled – Royal Australian College of General Practitioners, Australian College of Rural and Remote Medicine.

Critical Incident	Any adverse event resulting in serious harm.
JCU GP Training	JCU's training program in the medical specialty of general practice, delivered under a contract between JCU and the Commonwealth Department of Health.
Near Miss	Any event or circumstance arising during care that could have, but did not lead to unexpected actual harm, loss or damage.
Notifiable Conduct	Conduct by a health professional as defined in Section 140 of the <i>Health Practitioner Regulation National Law (Queensland)</i> .
Personal Information	Information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.
Registrar	A medical practitioner undertaking formal training through the AGPT Program.
Supervisor	A vocationally registered general practitioner employed or engaged by a Training Post and accredited by JCU GP Training to deliver training according to the training standards of the Royal Australian College of General Practitioners and/or the Australian College of Rural and Remote Medicine.
Training Assistance and Monitoring Committee	A group of senior JCU GP Training staff responsible for identifying participants in the AGPT program that may require additional assistance and to co-ordinate appropriate support for these participants including training assistance, monitoring, remediation and/or pastoral care.
Training Post	A health facility engaged by JCU GP Training to provide on-site vocational training in general practice (according to the training standards of the Royal Australian College of General Practitioners and/or the Australian College of Rural and Remote Medicine) to Registrars.

Procedure

1. As part of JCU GP Training's service agreement with all accredited Training Posts, JCU GP Training must be promptly advised by way of a *Notification of Concern Form* of any concerns or events in relation to the training, performance or well-being of a Registrar that would not likely be remedied in the normal course of training. Training Post staff are requested to also make direct phone contact with JCU GP Training prior to or at the time of completing the *Notification of Concern Form* to ensure a timely response from JCU GP Training.
2. In cases where a Critical Incident or Adverse Event has occurred, immediate notification to JCU GP Training is required by the Registrar, Supervisor or Training Post. JCU GP Training will provide the appropriate form to be completed and returned to JCU. The Director, General Practice Training (henceforth, 'the Director') or delegate, will submit the form to the relevant College.
3. The Director (or delegate) will case manage, investigate and determine any follow up actions of the Critical Incident or Adverse Event in consultation with the relevant parties, including but not limited to the relevant local Medical Educator. The case will be discussed with the Training Assistance and Monitoring (TAM) Committee, which will continue to monitor the incident until it is resolved.
4. JCU GP Training will ensure that Registrars and Supervisors are provided with pastoral support following a Critical Incident or Adverse Event. The relevant local Medical Educator may be required for any follow up actions and/or support. If a Critical Incident is determined to be Notifiable Conduct, a notification will be made by the Director to the Office of the Health Ombudsman and/or AHPRA.

5. In managing any Critical Incident or Adverse Event (including Notifiable Conduct), JCU GP Training is bound by the provisions of the *Information Privacy Act 2009* (Qld) with respect to the collection, use, disclosure and storage of any Personal Information.
6. All Critical Incidents, Adverse Events, and Near Misses will be entered into a Critical Incidents Log by JCU GP Training staff for tracking and audit purposes.
7. JCU GP Training will amend processes, procedures and policies where appropriate to ensure that similar events are avoided in the future.
8. JCU GP Training will notify the relevant College of all Critical Incidents, Adverse Events and Near Misses as part of its annual reporting obligations. These reports will be de-identified.

Related documents

- [Notification of Concern \(NOC\) Form](#)
- RACGP Critical Incident Form
- ACRRM Critical Incident Form
- [Training Assistance, Monitoring and Remediation Policy and Procedure](#)
- [Supervisor's Guide to Registrars in Difficulty](#)
- [Office of the Health Ombudsman Notification Form](#)

Related policy instruments

- [General Practice Training Governance Policy](#)

Schedules/Appendices

Not applicable

Administration

NOTE: Printed copies of this procedure are uncontrolled, and currency can only be assured at the time of printing.

Approval Details

Policy Sponsor	Vice Chancellor
Version no	19-1
Date for next Major Review	1 February 2021

Revision History

Version	Approval date	Implementation date	Details	Author
20-1	15 January 2020	17 January 2020	Amendments to definitions	Policy Officer, JCU GP Training
19-1	20 June 2019	24 June 2019	Minor amendments to title of program (from Generalist Medical training program to JCU General Practice Training program)	Policy Officer, JCU GP Training
18-1	6 April 2018	1 June 2018	Procedure established	Head of Operations, GMT

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