# Map of documents and tools for Patient Incident Management and Open Disclosure

## SA Health Patient Incident Management and Open Disclosure Policy Directive

### Patient incident management
- **Tool 1** - SLS guide – How to report a patient incident
- **Tool 2** - Safety Assessment Code (SAC) matrix
- **Tool 3** - SLS guide – How to manage a patient incident
- **Tool 4** - Reporting and management requirements for Safety Assessment Code (SAC) 1 notifiable patient incidents – flowchart
- **Tool 5** - Diagram of incident management and open disclosure
- **Tool 6** - Glossary of terms

### Open Disclosure (OD)
- **Tool 1** - Quick guide to the open disclosure process
- **Tool 2** - Saying sorry - A guide to expressing regret during open disclosure
- **Tool 3** - Comprehensive guide to the open disclosure process
- **Tool 4** - Open disclosure - Patients/consumers brochure
- **Tool 5** - A guide for patients/consumers beginning an open disclosure process
- **Tool 6** - Open disclosure flowchart for patients/consumers
- **Tool 7** - Frequently asked questions about open disclosure
- **Tool 8** - Safety Learning System (SLS) Topic guide for open disclosure
- **Tool 9** - Open disclosure process checklist
- **Tool 10** - Patient considerations
- **Tool 11** - Staff considerations
- **Tool 12** - Open disclosure meeting checklist
- **Tool 13** - Open disclosure meeting planning and preparation tool
- **Tool 14** - Documentation and discussion summary
- **Tool 15** - Patient/consumer, family, carer and/or support person evaluation survey
- **Tool 16** - Staff evaluation survey
- **Tool 17** - Level 1 Open disclosure response flowchart
- **Tool 18** - Level 2 Open disclosure response flowchart

### Root Cause Analysis (RCA)
- **SA Health Root Cause Analysis Policy Directive (NEW)**
  - **Tool 1** - Root cause analysis (RCA) Reports and documentation requirements
  - **Tool 2** - Contributing factors classification
  - **Tool 3** - Root Cause Analysis flip chart
  - **Tool 4** - Letter to appoint a Root Cause Analysis (RCA) leader
  - **Tool 5** - Letter to appoint a Root Cause Analysis (RCA) team
  - **Tool 6** - Root Cause Analysis (RCA) agreement (team leader)
  - **Tool 7** - Root Cause Analysis (RCA) agreement (team member)
  - **Tool 8** - Information for interviewees
  - **Tool 9** - Report 1 – Public report template
  - **Tool 10** - Report 2 – Protected report template
  - **Tool 11** - Checklist
  - **Tool 12** - FAQ for consumers

### Safety Learning System (SLS)
- **SA Health Safety Learning System (SLS) Topic guides:**
  - Challenging behaviour
  - Falls
  - Maternal and neonate
  - Pressure injury
  - Reporting alleged sexual assault or sexual misconduct and diagram
  - Restraint and seclusion

### Related SA Health Policies and Guidelines

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For more information

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