SA Health takes the protection of individuals’ personal information very seriously, and has systems in place to make sure that information is only released once safeguards have been met and in response to authorised requests.

Information about patient incidents in Safety Learning System (SLS)

If a patient incident happens in an SA Health hospital or other service, information about the incident is recorded by staff in the SLS electronic system. An example of a patient incident is if someone is given the wrong medicine. Senior staff then review and analyse the incident, to work out where improvements can be made to prevent that sort of incident happening again. During this investigation more information is gathered and recorded in SLS.

Protection of information in the Safety Learning System

In 2011, the ‘Patient Incident Review and Analysis Phase of the SA Health Safety Learning System Incident Management Module’ was declared an authorised quality improvement activity under the Health Care Act 2008 (the Act). That declaration was made following receipt of advice from the Crown Solicitor’s Office.

However, further advice identified that Part 7 protection did not exist for information and documents recorded in the ‘Patient Incident Review and Analysis Phase of the SA Health Safety Learning System Incident Management Module’.

This may have resulted in SA Health not providing certain information about the investigation of patient incidents from the SLS to the Coroner’s Court and other agencies.

What does this mean for me?

If you, or a loved one had a patient incident during that time period that then went on to have a further investigation by the Coroner or other authorised agency, SA Health advises you that some relevant information may not have been provided by SA Health.

We deeply regret that this occurred, and for any distress this may have caused those involved.

SA Health is taking steps to address this. There will be discussion between SA Health and the Coroner’s Office, and other relevant agencies about providing additional information regarding these past incidents, retrospectively.
Who can I ask for further details?
If you would like to talk about this issue, please call the Local Health Network of the hospital where the incident occurred. Ask to be put through to the Safety and Quality team.

**Central Adelaide Local Health Network**
Telephone: 7074 1377

**Country Health SA Local Health Network**
Telephone: 1800 931 034

**Northern Adelaide Local Health Network**
Telephone: 8182 9095

**Southern Adelaide Local Health Network**
Telephone: 8204 5433

**Women’s and Children’s Health Network (WCHN)**
Telephone: 8161 6710

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For more information

SA Health
Safety and Quality Unit
Quality Information and Performance
Telephone: 08 8226 9539

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