

Date 06 May 2024

Tēnā koe

## **Re: Update on reporting adverse events in aged residential care**

This letter is to advise you of a change to the reporting of pressure injuries in aged residential care (ARC), outline the reporting process of Severity Assessment Code (SAC) 1 and 2 adverse events to Te Tāhū Hauora Health Quality & Safety Commission (Te Tāhū Hauora) and provide information on how to submit adverse event reports.

### ***Background***

The revised Te Tāhū Hauora 'Healing learning and improving from harm; national adverse events policy 2023' (the 2023 policy) came into effect on 1 July 2023 with a 1-year transition period. The policy provides a national framework for health and disability providers to continually improve the quality and safety of services. It provides a consistent way to learn and improve through recognising and reviewing harm.

Under Ngā paerewa Health and disability services standard 2021 (criteria 2.2.5) ARC providers are now required to review and report all SAC 1 and 2 events of harm to Te Tāhū Hauora. To support this process, Te Tāhū Hauora have co-designed with your sector a specific ARC SAC guide. This does not provide an exhaustive list, rather examples to guide you in reporting.

### ***Change to reporting of pressure injuries***

Pressure injuries are currently reported through the Section 31 reporting process to the HealthCERT team at Ministry of Health Manatū Hauora (Manatū Hauora). To reduce the need for duplicate reporting of pressure injuries, HealthCERT and Te Tāhū Hauora have developed a memorandum of understanding that all pressure injury reporting from **1 July 2024** must be completed using the Te Tāhū Hauora adverse events reporting process. Te Tāhū Hauora will share agreed information about reported pressure injuries directly with HealthCERT, to meet providers' obligations under section 31 of the Health and Disability Services (Safety) Act 2001, and separate section 31 notification is not required. The agreed information to be shared is:

- Unique provider reference code for the event
- Date event occurred
- Provider name
- Date internal notification by the provider
- Stage of pressure injury (3,4, unstageable, suspected deep tissue, mucosal)

All pressure injuries must be reported as adverse events to Te Tāhū Hauora if they meet its SAC 2 criteria:

SAC 2 Pressure injuries – stage 3, 4, unstageable, suspected deep tissue injury or mucosal – include in the report whether facility or community acquired.

Hospital-acquired pressure injuries should have been reported by the hospital with an ACC form completed. It is recommended that you follow up with the hospital clinical quality team to check this. If a stage 1 or 2 hospital acquired pressure injury deteriorates to meet the SAC 2 criteria, then it needs reporting to Te Tāhū Hauora by ARC.

### ***Te Tāhū Hauora SAC 1 and 2 reporting process***

We know that some organisations have already developed processes for reporting SAC 1 and 2 events through Te Tāhū Hauora, but for those that have not, here is a guide:

1. Once a SAC 1 or 2 event of harm is recognised and rated by you as a provider, complete and send in a Part A notification to Te Tāhū Hauora within 30 working days through the submissions portal.
2. Once an internal review is completed, submit an adverse event Part B form and the anonymised final review report to Te Tāhū Hauora. You do not have to complete the recommendations section of the Part B form if you include the final anonymised report.
3. As Te Tāhū Hauora only collects anonymised data, you will need to create a provider internal reference number for each event. This reference number is used on both the Part A and Part B forms, so they match up in the database.

### ***How to submit adverse event reports***

The submissions portal link is here: [www.hqsc.govt.nz/our-data/data-submission/](http://www.hqsc.govt.nz/our-data/data-submission/)

1. Click on the portal link then click on Adverse events and a login screen will appear. Enter your generic provider login.
2. This takes you to a screen where you can upload your Part A and Part B forms and the anonymised final review report.
3. Smaller ARC providers may require individual facility logins. However, for larger provider groups, you will need to decide if you want one generic login for your wider group or if you would like regional logins rather than one for every facility.
4. If your organisation needs a submissions portal login or more information on the submissions process, please request this by emailing [adverse.events@hqsc.govt.nz](mailto:adverse.events@hqsc.govt.nz) before 1 July 2024.

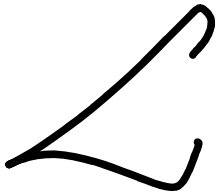
### ***Attachments for your attention***

1. ARC specific SAC example guide.
2. Part A form that you must use to notify Te Tāhū Hauora of an adverse event.
3. Part B form that you must send to Te Tāhū Hauora once a review is completed.

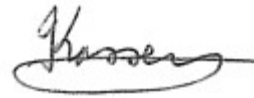
For more information, resources, education and guidance on the 2023 policy, please visit:  
[www.hqsc.govt.nz/our-work/system-safety/healing-learning-and-improving-from-harm-policy](http://www.hqsc.govt.nz/our-work/system-safety/healing-learning-and-improving-from-harm-policy)

For more information on learning from harm education, please email:  
[learningfromharm@hqsc.govt.nz](mailto:learningfromharm@hqsc.govt.nz)

Nāku noa, nā



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