



ROYAL COLLEGE OF NURSING, AUSTRALIA

Inquiry into the Review of Inquiry into Complaints Handling in NSW Health

Questions taken on Notice 14 September 2006

Questions taken from Uncorrected Transcript
GP2-Health Complaints

Page 40 - The Hon. Don Harwin: If you could [provide the paper you referred to], that would be very helpful.

Christenson, JF, Levinson, W and Dunn, PM. (1992) The Heart of Darkness: The Impact of Perceived Mistakes on Physicians. *Journal of General Internal Medicine* 7, 424

(Reference provided here. A hard copy version of this article will follow in the mail.)

Page 40 - The Hon. Don Harwin: Are you in favour of making the summaries and reports of the reportable incidents briefs privileged, the summaries and reports of the briefs?

Royal College of Nursing, Australia believes that the summaries and reports of the reportable incidents briefs should not be privileged. Provided that the reports are de-identified, we consider that consumers of healthcare and their families should be able to have access to these documents.

In RCNA's original submission to the Inquiry into Complaints Handling within NSW Health in 2004, we noted 'Honest and comprehensive feedback to complainants, staff and other stakeholders about the outcomes of a review and recommendations for improvement is critical. The quality and safety issues raised in a complaint can then be reviewed and action taken as part of the overall quality improvement strategies, rather than in isolation.'

Page 40 - The Hon. Don Harwin: Would the college be in favour of releasing reportable incident briefs where the incident was the result of equipment failure and not as a result therefore of the treatment of nursing staff or medical staff?

Royal College of Nursing, Australia is in favour of releasing reportable incident briefs where the incident was the result of equipment failure.