

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Quality and Patient Safety					
TSC	Clinical Incident Management in Rehabilitation Therapy					
TSC Description	Manage clinical incidents and severe adverse events					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			HCE-QPH-3001-1.1	HCE-QPH-4001-1.1	HCE-QPH-5001-1.1	HCE-QPH-6001-1.1
			Manage clinical incidents and severe adverse events	Manage clinical incidents and severe adverse events and develop strategies to mitigate the occurrences of future incidents and events. Provide guidance to junior therapists where necessary.	Develop procedures and guidelines on clinical incidents and severe adverse events management for the department according to the Ministry of Health (MOH) and relevant sector regulatory body standards and guidelines	Establish policies on clinical incidents and severe adverse events management according to the relevant ministries' guidelines and protocols, the relevant sector regulatory body standards and guidelines, as well as departmental/organisational values, mission and vision
Knowledge			<ul style="list-style-type: none"> Incident management and service recovery procedures Procedures for incident documentation including various components of the incident reports to be filled Regulatory guidelines in reviewing and reporting of serious adverse events, inclusive of prescribed types of events that fall into the category of serious reportable events/severe adverse events 	<ul style="list-style-type: none"> Record of adverse events and incidents that are subjected to investigation Methods of investigation Roles and responsibilities of those involved with the incident investigation processes Timeframes for the completion of incident investigation Coaching skills 	<ul style="list-style-type: none"> Institutional guidelines and best practices on clinical incidents or severe adverse events Ministry of Health (MOH) guidelines, policies and requirements on clinical incident management including reporting timelines and investigation procedures Stakeholder management principles 	<ul style="list-style-type: none"> Revisions to the Ministry of Health (MOH) standards and guidelines Departmental/organisational strategic directions Guidelines and policies from the Health Sciences Authority (HSA) Service recovery guidelines
Abilities			<ul style="list-style-type: none"> Implement action plans to address adverse incidents Integrate all facts, knowledge and physical items related to incidents Follow up with clients on reactions to events 	<ul style="list-style-type: none"> Vet through reports developed by staff for accuracy in documentation Investigate and identify care delivery problems, clinical contexts, contributory factors and their interrelation to the 	<ul style="list-style-type: none"> Establish documented processes for identifying, managing and reporting clinical incidents Select suitable members to form the investigation teams, if applicable Analyse the root causes of the incidents 	<ul style="list-style-type: none"> Review and update departmental guidelines on investigation procedures and reporting of clinical incidents and severe adverse events Develop preventative measures informed by findings from clinical

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

			<ul style="list-style-type: none"> Respond to adverse incidents by alerting relevant stakeholders Document and report clinical incidents or severe adverse events in accordance to organisational standards and guidelines under guidance 	<p>incidents or adverse events</p> <ul style="list-style-type: none"> Produce incident reports that provide information regarding incident outcomes and recommendations which address the root causes of incidents Carry out action plans to address severe adverse incidents and minimise losses and damages Supervise and assist junior staff in the communication of incidents to relevant stakeholders 	<ul style="list-style-type: none"> Evaluate and implement recommendations arising from clinical incident investigations Identify staff training needs for clinical incidents and severe adverse event management Manage post-incident repercussions on affected staff Review clinical incidents and severe adverse event reports for submission to appropriate stakeholders 	<p>incidents and adverse event reports</p> <ul style="list-style-type: none"> Curate a list of incidents in the department overtime to identify trends in incidents
--	--	--	---	---	---	--