

Emergency Ambulance Service Reportable Events: July - September 2019.

**Total number of reportable events and near misses**

* Two closed SAC 2 reportable events were reported to NASO for the period.
* Nil SAC 1 or 2 reportable events remain open as at the end of the quarter.

Clinical management events

1

Transport-related events

0

Total events

2

Equipment-related events

0

Other events

1

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| **#** | **Summary of Reportable Event** | **Root Cause Analysis** | **Recommendations** | **Action Taken** |
| REP9620 | A patient expressing suicidal ideation was not transported and subsequently successfully committed suicide within 24 hours of ambulance attendance.  | The attending ambulance personnel accepted the patient’s refusal of assessment, treatment and transport.The attending personnel did not correctly evaluate patient competency to make decisions.  | That the attending personnel be referred to the St John Authority to Practice (ATP) Credentialing Committee for competency review. | Personnel referred to ATP Credentialing Committee. |

Clinical Management Events

Other

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| **#** | **Summary of Reportable Event** | **Root Cause Analysis** | **Recommendations** | **Action Taken** |
| REP9533 | A 111 call for a patient with a leg entrapped in their electric wheel was triaged under the incorrect protocol and was transferred for CTA.  | The call handler failed to recognise that the weight of the patient’s electric wheel had the potential to crush the patient’s lower leg because there was communication difficulties over the patient’s medical alarm intercom.  | Feedback to the Call Handler with specific attention to selection of correct protocols.  | Feedback supplied to the Call Handler. |