



The healthcare serious incident cost calculator

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BACKGROUND

- ▶ Healthcare Serious Incident Cost Calculator based on HSE calculator
- ▶ Prototype developed by Carthey and Hallett (2014)
- ▶ Testing with acute and mental health trusts

AIMS

- ▶ Aims to raise awareness of the resource costs of serious incidents in healthcare
- ▶ Educational tool: If we understand the true costs of incident reporting and investigation can we incentivise senior NHS managers to invest in sustaining safety solutions?

HEALTHCARE SERIOUS INCIDENT COST CALCULATOR

Incident ID number:

Developed by Jane Carthey and Sandra Hallett (2014) Adapted from the HSE's incident cost calculator. ©Dr Jane Carthey. Available at www.janecarthey.com

Immediate actions to respond to the Serious Incident (SI):

Examples	Time spent	Cost(£)
• Additional treatment provided to patient:	-----	-----
• Additional costs incurred through increased length of stay	-----	-----
• Debriefing the team involved in the incident:	-----	-----
• Counselling individual team members (1:1):	-----	-----
• Securing the area (e.g. isolating medical devices):	-----	-----
• Other (please describe):	-----	-----

Reporting the incident and Serious Incident declaration

Examples	Time spent	Cost(£)
• Ward/clinical team staff time spent completing the incident report form (i.e DATIX):	-----	-----
• Divisional meetings to discuss the serious incident:	-----	-----
• Risk team time spent logging incident on DATIX:	-----	-----
• Joint risk team/divisional manager/complaints meetings:	-----	-----
• Meetings relating to declaration as a Serious Incident:	-----	-----
• Other (please describe):	-----	-----

Complaints and claims-related costs

Examples	Time spent	Cost(£)
• Responding to a complaint (Trust complaints team):	-----	-----
• Responding to a complaint (divisional manager/clinical lead)	-----	-----
• Responding to a complaint (PALS team)	-----	-----
• Responding to a claim (claims team):	-----	-----
• Responding to a claim (divisional manager/clinicians):	-----	-----
• Solicitors fees and legal expenses for Trust:	-----	-----
• Claims payments	-----	-----

Business costs:

Examples	Time spent	Cost(£)
• Salary costs accrued from staff suspensions	-----	-----
• Salary costs accrued from agency/bank staff used to backfill posts of suspended staff	-----	-----
• Salary costs accrued from agency/bank staff used to backfill when staff member taken off usual clinical duties	-----	-----
• Lost operational activity (cancelled operations, service suspended etc.):	-----	-----
• Recruitment costs for new staff:	-----	-----

Serious incident investigation costs

Examples	Time spent	Cost(£)
• Serious incident investigation lead investigator:	-----	-----
• SI investigation team members:	-----	-----
• Risk and patient safety team involvement:	-----	-----
• SI meetings with commissioners:	-----	-----
• Writing incident investigation report:	-----	-----
• Responding to CCG feedback on SI report:	-----	-----

Duty of candour

Examples	Time spent	Cost(£)
• Implementing duty of candour process:	-----	-----
• Contract penalties imposed by CCG:	-----	-----

Penalties and sanctions

Examples	Time spent	Cost(£)
• Fines and penalties (HSE/CCG/criminal):	-----	-----

Total cost of serious incident:

THE UNMEASURED COSTS OF SERIOUS INCIDENTS

Completing
incident
report form

Time spent
counselling
team
members
involved

Deciding
and
declaring
an incident
as a serious
incident

Resource
costs of the
investigation
team

Risk or Safety
Team reporting
to CQC/
commissioners
/HSE

Business
costs: staff
suspensions
/agency
staff etc..

Team
debrief
following
incident

Divisional
meetings
(including
with Risk and
Safety Team)
to respond to
the incident

Risk or
Safety Team
time spent
supporting
the
investigation
team

Time spent
responding
to feedback
on report
from CCG
Patient Safety
Lead



Cost of
additional
treatment
provided
to the
patient

Risk or Safety
Team time
spent
responding to
the incident
report

Meetings with
Complaints
team if
incident
identified via
complaint

Serious
incident
investigation
review
meetings

Duty of
candour
resource
costs



CASE STUDY EXAMPLE: RETAINED INSTRUMENT NEVER EVENT

CALCULATING THE COST: IMMEDIATE ACTIONS

Completing
incident
report form:

**Band 6
nurse. 15
minutes**

Time spent counselling
team members
involved:

- a. Clinical director
/consultant surgeon (**40
minutes over coffee**)
- b. Theatre manager –
scrub nurse (**2 X 30
minute 1:1 meetings**)

Safety Team time spent
responding to the incident
report:

- **26 emails from PS Team**
- **Estimated 1.25 hours
phone calls/ fact finding
meetings**
- **30 minutes reviewing
incident report and
discussing (Head of
Patient Safety and Patient
Safety Facilitator)**

Team debrief following
the incident:

- **2 consultant surgeons**
 - **Head of Patient Safety**
 - **Patient Safety
Facilitator**
 - **Divisional Clinical Lead**
 - **Senior Theatre
Practitioner**
 - **Theatre Manager**
 - **Band 5 theatre nurse**
- 45 minute meeting**

Cost of
additional
treatment:
**Return to
theatre to
remove
retained
instrument.**

Deciding and declaring
never event:

- **Head of Patient Safety**
 - **Divisional Clinical Lead**
 - **Theatre manager**
 - **Patient Safety
Facilitator**
 - **Medical Director**
- 30 minute meeting**

THE COST: INVESTIGATING THE NEVER EVENT

Resource costs of the investigation team

- Consultant surgeon X 3 days
- Divisional governance facilitator x 3.5 days
- Theatre Manager x 1 day
- Interviews and witness statements estimated at 2 days total for theatre team

Risk or Safety Team reporting to CQC/ commissioners/ HSE

- Head of Patient Safety X 2 hours

Risk or Safety Team time spent supporting the investigation team

- Patient Safety Facilitator x 1.5 days
- Head of Patient Safety 1 day

Serious incident investigation review meetings:

- Medical Director
 - Deputy Chief Nurse
 - Consultant surgeon (lead investigator)
 - Theatre Manager
 - Head of Patient Safety
- 40 minute review of draft report

Time spent responding to feedback on report from CCG Patient Safety Lead

- Head of Patient Safety X 4 hours
- Medical Director X 2 hours

INITIAL TEST FINDINGS

- ▶ Better done prospectively than retrospectively
- ▶ Prototype 1 of the calculator too complex: Simplify
- ▶ Prototype 2 simply focuses on incident reporting and investigation costs with a Part B for claims and business costs (if relevant)
- ▶ Salary data and confidentiality: Use national pay scales and estimate?
- ▶ Feedback of investigation findings metrics – should we include them too?

Immediate actions to respond to the Serious Incident (SI):

<i>Metrics</i>	<i>Time spent</i>	<i>Cost(£)</i>
• Additional treatment provided to patient:	-----	-----
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• Debriefing the team involved in the incident:	-----	-----
• Counselling individual team members (1:1):	-----	-----
• Securing the area (e.g. isolating medical devices):	-----	-----
• Other (please describe):	-----	-----

Reporting the incident and Serious Incident declaration

<i>Metrics</i>	<i>Time spent</i>	<i>Cost(£)</i>
• Ward/clinical team staff time spent completing the incident report form	-----	-----
• Divisional meetings to discuss the serious incident:	-----	-----
• Risk team time spent logging incident:	-----	-----
• Joint risk or safety team/divisional manager/complaints meetings for fact finding:	-----	-----
• Meetings relating to declaration as a Serious Incident:	-----	-----
• External reporting (CQC/commissioners/HSE)	-----	-----

Serious incident investigation costs

<i>Metrics</i>	<i>Time spent</i>	<i>Cost(£)</i>
• Serious incident investigation lead investigator costs:	-----	-----
• SI investigation team members:	-----	-----
• Risk and patient safety team involvement:	-----	-----
• SI meetings with commissioners:	-----	-----
• Patient Safety team reviewing draft incident investigation report:	-----	-----
• Responding to CCG feedback on SI report:	-----	-----

Disseminating learning from the investigation

<i>Metrics</i>	<i>Time spent</i>	<i>Cost(£)</i>
• Feedback at audit days/team meetings:	-----	-----
• Articles or newsletters describing findings:	-----	-----
• Email feedback to relevant team(s)	-----	-----
• Assurance checking that divisional feedback has been provided	-----	-----

Total cost of serious incident:

TAKE HOME MESSAGES

- ▶ We currently do not know the true cost of serious incidents in the NHS
- ▶ Healthcare Serious Incident Cost Calculator may help to unravel these costs