



Title	HSE Incident Management System Governance Committee	Reference	QPSIMNIMS 003
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HSE Incident Management System Governance Committee

Terms of Reference

January 2024

1.1 Background

Healthcare is complex and a high-risk environment. Whilst quality of care and safety for service users and staff are paramount, things can go wrong and an incident may occur. Incident management as set-out in the HSE Incident Management Framework (IMF) describes the responses required when there is a near-miss or incident. It highlights the reporting requirement, the review process, the governance requirements and the importance of openness and transparency, a just and fair approach to incident management and the value of learning and improving healthcare from such events.

Incident reporting in the HSE is a requirement as set out in the IMF. There are currently different reporting systems in use but all incidents where there is a claim or potential claim must be reported on the National Incident Management System (NIMS) to ensure the HSE fulfils their statutory obligation to report to the SCA as described in the National Treasury Management Agency (Amendment) Act 2000 s.8.

The HIQA XXXX standards set out the requirement for clear governance for incident management as it relates to the system and acknowledges the complexities of the shared governance of the NIMS between the HSE and the SCA. This committee has been established to deliver on those governance

requirements and includes representation from across the HSE and HSE-funded services and patient partners to and oversee that strategic objectives are delivered on.

1.2 Document Purpose

The purpose of this document is to detail the Terms of Reference (ToR) for HSE Incident Management (System) Governance Committee

1.3 Overall Purpose of the HSE Incident Management (System) Governance Committee

The HSE Incident Management (System) Governance Committee was established as the primary HSE governance committee overseeing the delivery of strategic objectives set out in the HSE Patient Safety Strategy and the Workplace Health and Wellbeing Unit Strategy as they relate to incident management. The strategic objectives stem from the both and have been further developed to focus in particular on the role of incident reporting and the system that holds the data. It is targeted at improving incident management processes as they relate to the systems used in the HSE, predominantly the National Incident Management System (NIMS).

It will act as a stakeholder forum (e.g. operational leads) from across the HSE including end user representatives to ensure a strategic and integrated organisational approach is taken on the creation and delivery of the HSE incident management strategic programme in line with the HSE Patient Safety Strategy. A subset of members of this committee will act as representatives of HSE IM on both the HSE NIMS Modules Joint Governance Committee and the Joint NIMS Governance Committee. The latter being a joint committee with the SCA that focuses on technical development and priorities.

1.4 Scope

The scope of the Committee incorporates governance requirements of incident management as it relates to the incident management system(s) with particular focus on information governance and risk management, strategy at both national and local levels and takes into consideration aspects beyond technology / systems including: people/roles, organisational change management and business process improvement aspects to improve incident reporting and incident management. It further incorporates high-level input and information sharing as it relates to NIMS Complaints Management System as the module used is the same used in incident management and complaints. CMS governance and detailed improvement plans are outside of the governance of this committee.

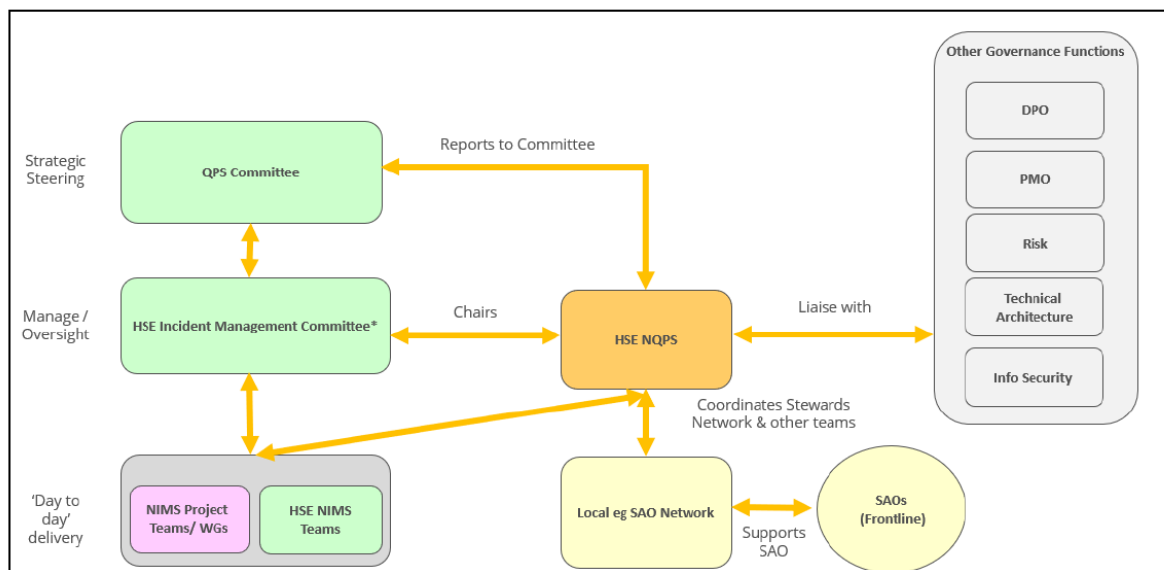
1.5 HSE Incident Management (System) Governance Committee Objectives

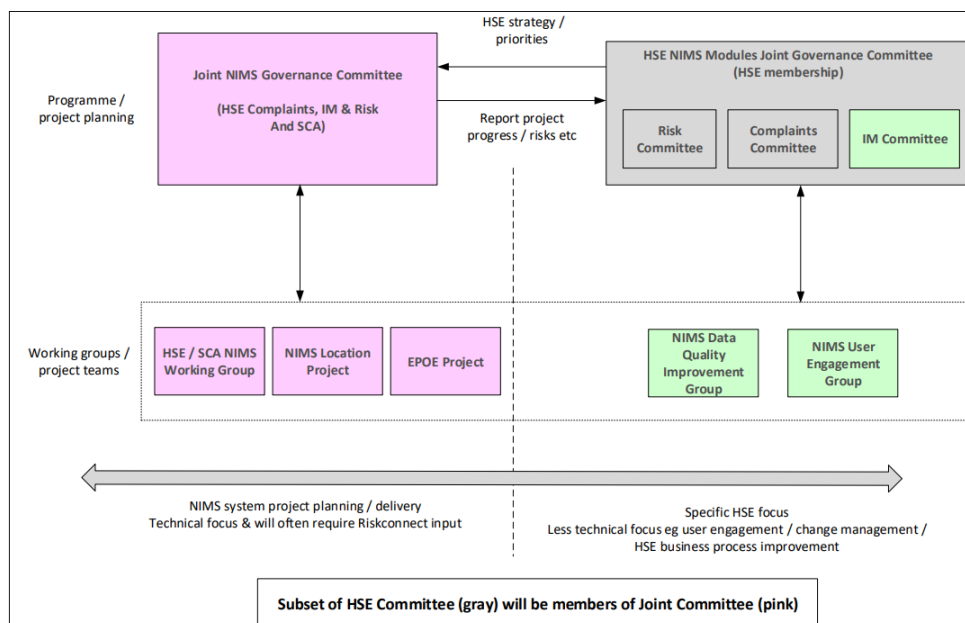
- To describe the strategic objectives of the HSE Patient Safety Strategy and Workplace Health and Wellbeing Unit Strategy as it relates to incident management and the system used to report/manage them. Importantly, to recognize that here is shared governance of NIMS and strategic objectives specific to that system must be consulted on with the State Claims Agency at the Joint NIMS Governance Committee.
- To create high level plans for & to ensure appropriate delivery of the HSE IM strategic objectives as outlined in the HSE Patient Safety Strategy.
- To ensure that the Incident Management System is compliant to the relevant legislative regulatory , and technical requirement as set out in the HIQA Standards for information management practices
- Oversee implementation of HIQA Standard 2021 recommendations as they relate to the HSE. Develop a quality improvement plan based on international best practice and aligned to the HSE's

eHealth strategy, the Sláintecare report, the upcoming Patient Safety Act and compliance with HIQA Information Management Standards.

- To coordinate & ensure appropriate feedback from stakeholders from across the HSE
- To assist the QPSIM in developing and improving IM data governance capabilities across the HSE
- To provide operational governance oversight over IM governance issues (e.g. data quality), related projects & risk management
- To provide recommendations for the prioritisation of IM data management practices and improvements projects
- To ensure that there is appropriate coordination & cooperation across the HSE and third parties in relation to IM
- To drive engagement with Incident Management reporting and analysis across HSE and HSE-funded services with particular focus on the system
- deliver on a user-friendly technical system, and to continually enhance the technical developments and abilities of the system to support the HSE socio technical system.
- To ensure that the Incident Management Module is the system that enables HSE & HSE-funded staff to meet their legal and regulatory reporting requirements.
- To progress the establishment of new modules on the CMS to facilitate the capture of Point of Contact complaints and compliments.

1.6 HSE Incident Management (System) Governance Committee Incident Reporting Line





The diagram above outlines the HSE Incident Management Data Governance Framework.

Key points include:

HSE NQPS (orange box on the diagram above)

- The **National Director of NQPS** will have executive accountability, responsibility and authority for Incident Management (IM) data governance within the HSE at a national level.
- The **Assistant National Director for Incident Management** has delegated authority for the management and oversight for Incident Management (IM) data governance within the HSE at a national level.
- The **QPSIM Team** within the HSE NQPSD will act as the Incident Management 'Data Governance Office'. They will provide oversight, coordinate and direct IM data management activities across the HSE at a national level and support the improvement of IM capabilities across the organisation. Responsibilities include:
 - Chairing & co-ordinating HSE IM governance fora (green boxes on the diagram)
 - Liaising with other HSE governance related functions (grey boxes on the diagram). For example, the HSE Data Protection Office (DPO).
 - Liaising & co-ordinating with local representatives across the HSE network (yellow boxes on the diagram) through the HSE governance line.
 - SAOs (who effectively act as 'Data Stewards' at a local level). The 'day to day' Operational Management will continue as outlined in the *HSE Incident Management Framework & Guidance*.

- Liaising & co-ordinating with other HSE NIMS modules users including Complaints and Risk Management.

HSE IM Governance Fora (green boxes on the diagrams above)

It follows a standard best practice data governance '3 tier' hierarchy.

- **Safety and Quality Committee** will act as an executive level national steering group. It will set strategic priorities and act as the ultimate escalation path for data-related issues which cannot be resolved at a lower level in the governance hierarchy.
- **HSE Incident Management Committee** will act as a stakeholder forum providing management oversight across the HSE for the creation & delivery of the HSE IM strategic programme as it pertains to the incident management systems. It will include operational leads and 'end user' representatives from across the HSE to ensure an integrated organisational approach is taken. The Assistant National Director of QPS will chair this committee. This group will be focussed on strategic / holistic governance of HSE Incident Management. A subset of members of this committee will act as representatives of HSE IM on both the HSE NIMS Modules Joint Governance Committee and the Joint NIMS Governance Committee.
- **HSE NIMS teams** working on Incident Management related work (e.g. the NIMS Data Quality Improvement Group) will report directly to the HSE Incident Management Committee. More technical focussed working and systems delivery groups (shown in pink in the diagram above) will formally report via the Joint NIMS Governance Committee. But, where they are working on HSE Incident Management related work, members of the HSE Incident Management Committee will be key stakeholders in this work, are likely to liaise with these teams and kept informed of progress etc.

1.7 Role and Responsibilities of Committee Members (Note this will be expanded on depending on additional membership, i.e. operations, ICT, etc.)

The HSE Incident Management System Governance Committee Members will have the following roles and responsibilities:

Chair of the Meeting

- It is the responsibility of the chair to ensure the effective management of this committee in achieving the objectives of the committee and escalate issues and risks to the Safety and Quality Committee or the HSE/SCA NIMS Modules Governance Committee where appropriate.
- Deputise on behalf of the NIMS Incident Data Owner – Dr Orla Healy
- Set agenda items with committee members and monitor progress
- Updates on progress, escalates risks and barriers to Safety and Quality Committee and represent at the Committee at the Joint NIMS Governance meeting

HSE NIMS Team

- Lead on projects relating to the strategic objectives of the committee and provides updates to the Committee
- Consults and collaborates with wider HSE stakeholders and progresses improvements with the SCA where necessary (i.e. technical developments)QPS Operational Leads

QPS Operational Leads

- Although they are users of the system, they will take a lead operational role in representing operational staff
- Support communication with wider HSE staff and support the implementation of key actions required to address strategic objectives Complaints Leads
- To share updates and developments as they relate to the CMS which is the same NIMS module as the incident management module
- To receive feedback on wider NIMS incident management module developments and ensure they do not negatively impact CMS

NIMS Frontline User (outside of senior QPS role)

- Represent the opinions of NIMS end users
- Raise issues experienced by NIMS users

Patient Partner

- Provides patient perspective and represents their interest in identifying and progressing strategic objectives

SCA

- Representatives of the SCA in attendance at meetings of the committee may contribute to the discussions, for example, by providing system information concerning NIMS/governance arrangements, to clarify points of fact, and to offer an interpretation of data, as relevant to the remit of the SCA. SCA representatives will not have voting rights on Committee decisions.
- Develop and actively communicate system updates as relevant to the HSE
- Work collaborative with the NIMS HSE team to advance the technical changes and system enhancement required

1.8 Membership:

Membership is comprised of HSE NQPSD, HSE operations system, SCA and other relevant representative stakeholders. Further members may be invited as the committee evolves.

	Nominee		Organisation
1	Lorraine Schwanberg	Chair	AND QPS Incident Management, National Quality & Patient Safety Directorate
2	Florina Rizoica	NIMS team (IM)	Office of Incident Management, National Quality & Patient Safety Directorate
3	Sam Hughes	NIMS team (IM)	Office of Incident Management, National Quality & Patient Safety Directorate
4	Mary Gallagher	NIMS team (IM)	

5	Eleanor Southgate	NIMS team (OD)	Office of Incident Management, National Quality & Patient Safety Directorate
6	Vanessa Dunne (secretariat)	NIMS team (IM)	Office of Incident Management, National Quality & Patient Safety Directorate – Minute taker ,
7	Margaret Brennan	<u>QPS Operational Lead</u>	HSE - QPS Acute Operations
8	JP Nolan	<u>QPS Operational Lead</u>	HSE - QPS Community Operations
9	Irene O’Hanlon	<u>QPS Operational Lead</u>	HSE – QPS Community Operations
10	Mary O’Dwyer	<u>QPS Operational Lead</u>	HSE – QPS Community Services - CHO 3
11	Mairead Twohig	<u>QPS Operational Lead</u>	HSE – QPS Acute Operations
12	Katrina Dempsey	H&S Lead	HSE – Health & Wellbeing
13	Anne-Marie McMahon	CMS Lead	HSE – NGCLT (CMS)
14	Martina Porter	<u>QPS Operational Lead</u>	HSE – QPS Acute Services
15	Mary O'Brien	Operational Lead	Chief Executive Officer Milford Care Centre
16	Patient Partner		To be invited
17	NIMS User		To be invited
18	HSE ICT repo		To be invited
14	Mike Sweeney	SCA	SCA - NIMS Project Manager
15	Noelle Byrne	SCA	SCA - Clinical Risk Team
16	Brian Larkin	SCA	SCA - Enterprise Risk Team
17	Rebecca Duane	SCA	SCA - Enterprise Risk Team
18	Deirdre Walsh	SCA	SCA - Clinical Risk Team

1.9 Meetings

- Meetings will be held on a 6 weekly basis with a quorum of 50% members required present for a meeting to proceed.
- The AND Office of Incident Management will chair these meetings
- The NQPSD NIMS team will provide secretariat for the committee.
- The agenda will have a number of standing items and new topics can be proposed from the committee as they arise
- Agenda, minutes and relevant papers for review at the meeting will be circulated in advance.
- When required non-member subject experts may be asked to present at the Committee meeting.
- Discussion documents and data of a confidential nature shared within the committee must not be shared without prior agreement.
- Membership will be reviewed annually.


1.10 Standing Agenda items

- Governance
- Strategy and Strategic objectives
- Project Updates
- HIQA QIP
- Information Governance

- Risk Management
- AOB

1.11 Approval of Terms of Reference

These terms of reference have been approved by the HSE Incident Management (System) Governance Committee and the Chair of the Committee. Any subsequent changes proposed at meetings of the are subject to agreement by majority vote of members and approval by the Chair.

Name	Signature	Date
Lorraine Schwanberg, Chair of Incident Module Committee, Assistant National Director Incident Management, National Office of Quality and Patient Safety, Office of the CCO		26/01/2024