



First 24 hours after a serious incident

The leader's card



EM Orbit

Work down the list in order. The patient first, the truth second, the record third, the people throughout. Use your organisation's incident policy for the formal steps; this card is what you do with your own hands.

Incident reference (no patient identifiers)

Date and time

Lead

First hour

- ☐ Patient safe, and a senior clinician now responsible for them
- ☐ Any immediate risk to other patients removed (drug, device, process)
- ☐ Staff involved relieved from the floor if they are not fit to continue, and told they are not alone
- ☐ Devices, packaging, drug charts and printouts kept exactly as they are
- ☐ Your own contemporaneous note written: what you were told, by whom, at what time

First day

- ☐ Patient or family told what is known, by a senior, face to face, with an apology for what happened
- ☐ Incident reported in the organisation's system within its timescale
- ☐ Who must be informed: executive, risk team, regulator, coroner, police (circle those that apply)
- ☐ Staff accounts taken as conversations, written up, signed, not as interrogations
- ☐ Second-victim support offered by name, and the offer repeated tomorrow
- ☐ Learning summary for the whole department drafted: what happened, not who

People to inform

Who	By whom	By when	Done

What the family were told, and by whom

