Reference and approval form for PEER

Independent panel members for serious and sentinel event reviews

Safer Care Victoria (SCV) has established a Panel of External Expert Reviewers (PEER). It is an online platform where health services can find and connect with independent panel members, to assist them in completing a review of a sentinel event or reviews of other serious events.

One of your employees or connected/affiliated consumer representatives would like to register their interest to be listed on the PEER platform and perform the role of independent panel member in serious or sentinel event reviews at other health services.

SCV requires all candidates to provide a reference and approval letter from their primary health service employer. For consumer representatives, this form can be completed by an appropriate person at a health service where the consumer representative has undertaken work (on a paid or voluntary basis), either with or without a formal employment agreement.

This reference and approval form will:

* act as a reference to ensure the individual’s suitability to perform the role of independent serious or sentinel event review panel member
* for employees who are not consumer representatives – provide written approval for the individual to perform this role at other health services as part of their substantive role at your health service
* for consumer representatives – provide written confirmation the health service supports the individual performing this role at other health services, the health service does not foresee a conflict between this role and the consumer representative’s work at that service, and the health service agrees to professionally indemnify (insure) the consumer representative for work they do as a PEER member.

## Why have SCV developed the PEER initiative?

The Targeting Zero report recommended that all sentinel event or serious incident review teams include at least one independent panel member. The PEER platform will help health services find and connect with independent panel members for serious or sentinel event reviews.

Sentinel event review teams should also include a consumer representative to ensure the perspectives of the affected patient, family and/or carer, as well as the broader community, are considered and heard throughout the review process.

## What is the role of the independent panel member?

The independent panel member will provide an independent voice, fresh pair of eyes and objective view from outside of the health service in which the serious or sentinel event occurred.

They are not intended to be the panel facilitator or lead. Nor can they provide advice beyond that expected of any panel member or undertake functions that are not within the scope of a serious or sentinel event review.

## What is the role of the consumer representative?

The role of the consumer representative(s) in a review team is to take on the tasks of a full review team member, and to view matters and events through a patient/consumer lens while doing so. They also ask questions from a consumer perspective, as well as challenge other review team members to consider the role of assumptions, cognitive biases, cultural norms and normalisation of practices They should not be limited to what is readily seen as ‘consumer-related work’, and should be treated as full and equal review team members.

## Who is eligible for PEER?

The PEER platform will list details of health professionals, safety and quality professionals and consumers. Listed health professionals and quality and safety professionals must hold a formal position at a Victorian public or private health service, and their employer must agree to their participation as an independent panel member for serious or sentinel event review work. It is preferable that consumer representatives have an affiliation with a health service. This can include, for example, volunteer roles, membership of governance entities (consumer advisory committee or quality and safety committee) or another formal position.

## Should consumers be remunerated for their time working on PEER?

SCV recommends consumers are remunerated for their consumer representative work within health services. It is recommended the health service engaging the consumer for review purposes pays them for their time. See our guide to consumer remuneration at <https://www.bettersafercare.vic.gov.au/publications/a-guide-to-consumer-renumeration>.

## Where can I find out more about PEER, and where will the individual’s details be published?

You can access the PEER platform and more information at <https://bettersafercare.vic.gov.au/our-work/incident-response/peer>.

The candidate, if successful, will have their profile published on <https://bettersafercare.vic.gov.au/our-work/incident-response/peer>, a public part of the SCV website.

## How can I contact Safer Care Victoria about the PEER program and this form?

You can email the Patient Safety Review team at [reviewpanelmembers@safercare.vic.gov.au](mailto:reviewpanelmembers@safercare.vic.gov.au). If requested, the Manager Patient Safety Review team can contact you by telephone.

## Definitions used in this document

**Candidate:** Employee with formal appointments, and/or consumer representatives, working in your health service who wishes to apply for the PEER program to be an independent panel member on serious or sentinel event reviews at another health service(s)

**Engagement:** When a health service proceeds to engage a candidate to participate as an independent panel member in a serious or sentinel event review.

**Incident Severity Rating (ISR) 1 or 2:** The incident severity rating (ISR) is a score of 1 to 4. The score is generated based on responses to three consequence descriptor questions and business rules in the Victorian Health Incident Management System (VHIMS). It is based on the actual and potential impact to those involved in the incident or issue and to the organisation. ISR 1 incidents generally have a severe impact (including death) and ISR 2 incidents generally have a moderate impact.

**Serious or sentinel event review:** Most commonly, but not necessarily limited to, reviews into an adverse event with Incident Severity Rating (ISR) 1 or 2.

# Reference and approval form for PEER

Independent panel members for serious and sentinel event reviews

Please note: this form can be copied onto your organisation’s letterhead.

|  |  |
| --- | --- |
| **Candidate for PEER** |  |
| Name |  |
| Position |  |
| **Referee\*** |  |
| Name |  |
| Position |  |
| **Health service** |  |
| Name |  |

\*An appropriate referee is a person in the line of reporting for the candidate who is able to act as a reference and agree to and acknowledge the items listed on the next page. For example, a CEO, Executive Director, Director of Medical Services, Director of Nursing or Midwifery, Director of Quality and Safety, (for consumers) Consumer Engagement lead, or equivalent.

I,       [NAME of REFEREE];

1. Attest that the Candidate holds a formal position, including honorary appointments or volunteer positions, at the following Victorian public or private health service       [NAME OF HEALTH SERVICE] (referred to in this attestation as ‘our health service’).
2. Acknowledge the Candidate is registering to be listed on the PEER platform to perform the role of independent panel member for serious and sentinel event review work at other health services.
3. Attest in my view as       [POSITION TITLE] that the Candidate has the professional knowledge, skills and attributes to fulfil the role of an independent panel member for serious and sentinel event review work.

This includes, for example, incident analysis skills (such as Root Cause Analysis, London Protocol), developing strong recommendations, knowledge of and attitude in line with just culture and interpersonal skills such as emotional intelligence, collaboration, problem solving and building and maintaining relationships, or consumer representation and advocacy.

1. Attest that, where relevant, I am currently not aware of any Australian Health Practitioner Regulation Agency (AHPRA) notifications regarding the Candidate that remain open, any current legal or disciplinary proceedings against the Candidate, or any current restrictions on the Candidate’s practice.
2. Acknowledge the Candidate will be requested to provide consent to have their details published on the PEER platform which is hosted on the public SCV website, and that if the Candidate provides such consent, that these details will be published on the PEER platform. The details will include a photo and name and details related to our health service such as a position, health service name, contact, discipline and specialties, qualifications and brief biography.
3. Hereby provide permission for the Candidate to provide the services as an independent panel member for serious and sentinel event review work as part of their duties at our health service (or in addition to their duties at our health service if the Candidate is a consumer representative); and:
   1. acknowledge and agree the Candidate will perform the services during their hours of work at our health service (or in addition to their duties at our health service if the candidate is a consumer representative)
   2. acknowledge and agree the Candidate will treat the information as confidential and not disclose to any third party and will declare any actual, potential or perceived conflict of interest
   3. acknowledge the Candidate will not receive any additional financial reward for the provision of services pursuant to any Engagement (unless the Candidate is a consumer representative)
   4. unless I am advised in writing that reasonable meal and travel expenses are covered by the other health service, I agree that our health service, where relevant, will cover the cost of the Candidate performing the role of independent panel member for serious or sentinel event review work at another health service, including reasonable meal and travel expenses (unless the Candidate is a consumer representative)
   5. unless otherwise agreed in writing I acknowledge that no payment will be made to our health service in respect of any Engagement, either by SCV or the health service that engages the Candidate
   6. consumer representatives may be reimbursed for their time by the health service conducting the sentinel event review if they are not are salaried employee of our health service.
4. Agree that SCV will not have any liability for the performance of any Candidate in relation to an Engagement.
5. Agree to resolve any complaints and disputes in relation to any Engagement as outlined in the Terms of Use available on <https://bettersafercare.vic.gov.au/our-work/incident-response/peer>.
6. Agree to notify SCV in writing if any AHPRA notifications are made against the Candidate, the Candidate is subject to any legal or disciplinary proceedings, the Candidate has or develops a perceived or actual conflict of interest with participating in PEER, the Candidate breaches confidentiality of information acquired through PEER, or support for the Candidate provided in this form is to be withdrawn.

|  |  |  |  |
| --- | --- | --- | --- |
| Referee signature: |  | Date: |  |

|  |
| --- |
| Please provide any further comments you would like to add regarding the Candidate. |