Alberta Health Services
Integrated Quality Management - EZ

Quality Assurance Terminology

Clinical Adverse Event

Could or does result in an unintended injury or complications arising from health care management.

Outcomes may result in death, disability, dissatisfaction with health care management, or require a change in patient care.

Disclosure

When to disclose:

- When patients have suffered any harm
- If there is potential for future harm
- There will be change in patient care or monitoring

Immediate Management

Requires immediate response and assessment.

Must include a review of documentation regarding the clinical adverse event and discussions with relevant staff and physicians.

Just Culture

An environment where everyone feels safe, encouraged, and enabled to discuss quality and safety concerns.

Never Event

Distinguished from other events as being adverse events that:

- Are serious
- Are largely preventable
- Have preventative measures
- Must be reported at least quarterly to the Quality and Safety Committee

An **initial assessment or timeline must** be completed to determine if system issues resulted in the never event.

Outstanding Recommendations

Recommendation Owners must update Recommendation Tracker within 90 days.

Section 9

Specific legislation protecting the discussions, proceedings and documents prepared for the purposes of quality assurance activities from legal discovery.

Timeline One

A chronological report of all information found in clinical documentation related to a clinical adverse event.

17 November 2020