

# SEVERITY ASSESSMENT MEASURE

Severity Assessment Measure (SAM) is a numerical score applied to a complaint, based on the severity of the event that triggered the complaint. Severity can be measured as either extreme, major, moderate or minor and outlines key stakeholders/actions taken by relevant staff to manage the complaint.

SEVERITY ASSESSMENT MEASURE	SAM SCORE	KEY STAKEHOLDERS / ACTION TAKEN BY	DESCRIPTION	EXAMPLES / TRIGGER
<b>EXTREME</b>	SAM 1	<ul style="list-style-type: none"> <li>&gt; Chief Executive Office/General Manager</li> <li>&gt; Consumer Advisory Service (CAS)/ Clinical Risk Manager (CRM)</li> <li>&gt; Program Lead / Department Head/ Clinical/ Nursing Director of Service Unit</li> </ul>	<p>Serious adverse events or incidents, sentinel events, long-term damage, grossly sub-standard care, professional misconduct or death that requires investigation.</p> <p>Highly probable legal action and Ministerial notification.</p> <p>Reputational harm and/or media interest.</p>	<ul style="list-style-type: none"> <li>&gt; Unexpected death</li> <li>&gt; Wrong or missed diagnosis</li> <li>&gt; Adverse outcome</li> <li>&gt; Alleged assault or alleged sexual assault</li> <li>&gt; Restraints and seclusion</li> </ul>
<b>MAJOR</b>	SAM 2	<ul style="list-style-type: none"> <li>&gt; Chief Executive Office/General Manager</li> <li>&gt; Consumer Advisory Service (CAS)/ Clinical Risk Manager</li> <li>&gt; Program Lead / Department Head/ Clinical/ Nursing Director of Service Unit</li> </ul>	<p>Significant issues of standards, quality of care or denial of rights.</p> <p>Clear quality assurance or risk management implications or issues causing lasting detriment that require investigation.</p> <p>Consumer required surgical intervention or suffered disfigurement or major permanent loss of function as a result of event.</p> <p>Threat of legal action and Ministerial notification.</p>	<ul style="list-style-type: none"> <li>&gt; Medication</li> <li>&gt; Infection control</li> <li>&gt; Withdrawal/denial of treatment</li> </ul>
<b>MODERATE</b>	SAM 3	<ul style="list-style-type: none"> <li>&gt; Local area; Senior Nurse/Manager/ Head of Service/Unit</li> <li>&gt; Consumer Advisory Service (if required)</li> </ul>	<p>Issues that may require investigation. Legitimate consumer concern, especially about communication or practice management, but not causing lasting major detriment.</p> <p>Consumer may have permanent lessening of bodily functioning or increased length of stay or required additional operation or procedure as a result of event.</p> <p>Potential for legal action.</p>	<ul style="list-style-type: none"> <li>&gt; Communication</li> <li>&gt; Service availability</li> <li>&gt; Delay in admission or treatment</li> </ul>
<b>MINOR</b>	SAM 4	<ul style="list-style-type: none"> <li>&gt; Local area; Senior Nurse/Manager/ Head of Service/Unit</li> <li>&gt; Consumer Advisory Service (if required)</li> </ul>	<p>No impact on or risk to the provision of health care or organisation.</p> <p>Feedback/complaint easily resolved at frontline/point of service.</p> <p>Consumer may have temporary increased level of care due to event.</p> <p>No injury to consumer or impact on their length of care required.</p>	<ul style="list-style-type: none"> <li>&gt; Cancelled OPD</li> <li>&gt; Waiting list</li> <li>&gt; Car parking</li> <li>&gt; Lost property</li> </ul>