Divisional Severity Risk Matrix  
(Clinical Incident Severity Profiling)

Incident severity profiling is applied to all clinical incidents within Medibank. It assists in identifying the severity of the incident (at the time of incident occurring) taking into account:
- Impact on the health of the examinee/patient
- Impact on the brand and reputation of Medibank
- What is the actual and/or potential consequence resulting from the incident.

To profile the clinical severity of an incident, use the Incident Severity Table below.

<table>
<thead>
<tr>
<th>Incident Severity</th>
<th>Subcategories</th>
</tr>
</thead>
</table>
| *Low              | • An incident with little or no adverse impact on the person's physical or mental health, and of short duration (e.g. fainting, incorrect vaccine administered but no risk to patient)  
• Isolated operator errors affecting the quality of service provided to the members/customers (e.g. fax/email sent to wrong party)  
• One-off technical/equipment breach limited in scope and duration, resulting in no effect on the members and internal and external parties (e.g. cold chain breach, faulty equipment)  
• An incident/complaint of such little impact as to have no adverse effect on the company brand/image |
| *Medium           | • An incident that requires in-house treatment or corrective action but no ongoing interventions.  
• An incident that causes a person significant emotional distress, but of short duration.  
• An incident that has no long term adverse health ramifications for the person  
• Potential or actual breach of a law with little administrative penalty  
• An error affecting the quality of service provided to members/customers/patients with potential for a loss of contract but should be reasonably containable if proper incident management is demonstrated (e.g. paperwork/assessment form incorrectly completed)  
• An incident with the potential to adversely impact on the company brand/image, but should be reasonably containable if proper incident management is demonstrated |
| *High             | • An incident that causes significant injury to a person (e.g. laceration or puncture wound requiring suturing)  
• An incident where medical management will be prolonged and/or a minor permanent disability could result  
• An incident where an employees action appears to be a contributing factor (e.g. error in clinical judgement)  
• Potential for a loss in contract but should be reasonably containable if proper incident management is demonstrated (e.g. procedure/process not being followed)  
• An incident where there is high potential for adverse media coverage and brand damage |
*Severe*  
- An incident with serious or life threatening consequences for the person (e.g. cross infection resulting from use of unsterilised instruments, inability to correctly respond to anaphylaxis, hospitalisation or potential for)  
- An incident that has a significant psychological impact requiring prolonged treatment (counselling and/or pharmacologically based)  
- Major breach with the potential of large penalty (e.g. external sources having access to MHS data bases)  
- An incident of such severity that adverse media coverage across a number of media formats and brand damage is unavoidable.  
- Likely loss of contract (e.g. major dissatisfaction by customer due to repeated errors being made in delivery of service)

*Catastrophic*  
- An incident that results in or has the potential for death or permanent disability of a client/patient(s)  
- An incident resulting in permanent and significant disability or morbidity of a patient(s)  
- Irreparable loss of Client/patient confidence (e.g. service not meeting contractual requirements)  
- An incident of such severity that significant and sustained adverse media coverage on a national scale and brand damage is unavoidable.  
- An incident with potentially serious or life threatening consequences for a large number of people, and involves investigation and intervention from a public health authority (e.g. cross infection)

*The incident severity levels used in the Divisional Severity Risk Matrix are applicable to the assessment of Medibank Health Solutions’ (MHS) clinical incidents. Please note that Medibank Ltd uses a different classification to that used by MHS. For your reference the differences in terminology between the two are listed below:*

<table>
<thead>
<tr>
<th>Medibank Health Solutions Category of Risk</th>
<th>Medibank Health Solutions’ Severity Level</th>
<th>Equates to: Medibank Ltd’s Severity Level as defined in the Medibank Risk Management Policy and Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level Two</td>
<td>Low</td>
<td>equals Insignificant</td>
</tr>
<tr>
<td></td>
<td>Medium</td>
<td>equals Minor</td>
</tr>
<tr>
<td>Level One</td>
<td>High</td>
<td>equals Moderate</td>
</tr>
<tr>
<td></td>
<td>Severe</td>
<td>equals Major</td>
</tr>
<tr>
<td></td>
<td>Catastrophic</td>
<td>equals Catastrophic</td>
</tr>
</tbody>
</table>

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Page 2 of 2