

Expert Advice

The mismanagement of serious risk and critical incidents leads to severe costs across organisational, financial, compliance and legislative domains.

Ultimately if incident risks are not identified and mitigated, **residents face increased risk** of further injury and harm.

Pride Living supports providers to uncover and resolve the root cause across a broad spectrum of incidents including pressure injury, falls, medication, chemical restraint and sudden deterioration unexpected death.

Our expert advice gives providers:

- confidence that risks to residents have been appropriately analysed and corrective actions applied
- areas of improvement that could be actioned

Expert Advice services include:

- an **Independent Report** which may be used for legal or compliance defense
- acting as an **Expert Witness** in a proceeding

Service overview

Independent Report



Investigation including the conducting of interviews and documentation reviews



Synthesis of investigation outcomes to conclude the root cause of incidents



Executive report detailing the analysis conducted and result



As an option, we deliver training workshops in the fundamentals of conducting Root Cause Analysis

Expert Advice



Act as an expert witness in a proceeding

Why Pride Living

- ✓ We have conducted independent reports for large aged care providers and are trusted by them to deliver positive outcomes.
- ✓ Our consultants have contemporary experience in operational and quality roles in facilities across Australia and are hands-on subject matter experts.
- ✓ Our consultants are ISO 9001 certified in undertaking Root Cause Analysis (non-industry specific).
- ✓ The analysis and reports we deliver are actionable, facilitating improvements to your systems and giving you confidence to deliver best practice care and services.



KATRINA ONG

Partner – Quality &
Clinical Governance

Pricing

Independent Report pricing from \$9,995 (ex. GST).

Expert Witness at a per hourly rate basis.

Next steps

If you would like to discuss or engage in our Expert Advice Services, please contact clientservice@prideliving.com.au or call Denise Bradshaw on (02) 9060 6445 to arrange a time to meet with our consultants.



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