

To: All Staff and Professional Staff
From: Quality and Risk Management
Date: March 16, 2026
RE: **Updated Policy: QM-80 – Quality of Care Reviews**

For circulation to All Staff and Professional Staff.

Please be advised, we have revised the Hospital's policy QM-80 *Quality of Care Reviews*.

Actions Required

- Managers – Review this memo and the attached poster with your staff during Safety/Quality Huddles and post in your department. The approved updated policy is attached for reference and is now available on the [iNtranet](#).

Key Policy Changes

- **Policy Statement Change:**
Focus on “Patient Safety” changed to “Just Culture”, and learners added to the employees listed.
- **New Definitions Added:**
Clinical Debrief (aka "Hot Debrief"): Following a critical incident, a meeting to summarize the case, determine what went well and opportunities for improvement, and to highlight where actions are required.
Critical Incident: Unintended event, resulting in death or serious disability, injury or harm, and does not result from patient's underlying medical condition or from a known risk inherent in providing treatment.
Incident Triage Team (ITT): A group of leadership who will meet within 48-72 hours of a critical incident to determine if a Quality of Care (QOC) Review is required, and if so, what type of review.
QOC Reviews: Further defined as Departmental Reviews, Morbidity & Mortality (M&M) Reviews, Critical Incident and Process Reviews for systemic issues.
- **Procedural Updates:**
Procedure 5.1: Updated to include reference to ITT.
Procedure 5.2 & 5.3: Clarification provided regarding Quality of Care Information Protection Act (QCIPA)-protected reviews.
Procedure 6.2: Insertion of Clinical Debriefing process.
Procedure 6.3: Updated requirements of review and classification of incident.
Procedure 6.4: Insertion of process for consultation with ITT and determining necessity of QOC review.
Procedure 6.8: Clarification to whom information pertaining to reviews can be disclosed.

MEMO

Procedure 7: References updated; information on debriefing included.

Appendix A: Incident Review Process Flowchart.

Appendix B: Clinical Debriefing Guide (**S.T.O.P.**).

Key Process Reminders

- Please see the attached poster.

If you have any questions, please email: TBRHSC.QualityandRiskManagement@tbh.net