



TOOLKIT 8 · INCIDENT REPORTING · TOOL 2 OF 5

Incident Severity and Response Matrix

What happens to a report depends on harm and likelihood. This decides it in one look

Likelihood ↓ / Consequence →	None / near miss (1)	Minor (2)	Moderate (3)	Severe (4)	Death (5)
Rare — once in years (1)	1	2	3	4	5
Unlikely — once a year (2)	2	4	6	8	10
Possible — monthly (3)	3	6	9	12	15
Likely — weekly (4)	4	8	12	16	20
Almost certain — daily (5)	5	10	15	20	25

Score	Level	Response	Who	By when
1–3	Low	Ward manager reviews; feedback to reporter; trend in monthly report	Ward manager	7 days
4–6	Moderate	Safety lead reviews; simple analysis (5 Whys, Tool 3); actions logged	Safety lead	14 days
8–12	High	Root cause analysis (Tool 3); medical director informed; report to safety committee	Safety lead + clinical lead	30 days
15–25	Extreme	Sentinel Event Policy: immediate containment, disclosure to patient/family (Toolkit 9), full RCA, board and ASF notification	Medical director	Containment same day; RCA 45 days

Consequence definitions. Minor: first aid or extra observation. Moderate: extra treatment, longer stay, temporary harm. Severe: permanent harm, or a level of harm that required intervention to save life. Death: caused or hastened by the incident. Score the actual outcome; score the potential outcome for near misses.

ASF standards: Governance — incident management; Sentinel Event Policy (thresholds)