



## Clinical Investigation



Clinical failures can have severe consequences. We provide independent support to aged care providers when managing incidents with potential to impact organisational, financial, compliance and legislative domains.

Engaging our experienced clinical investigation team facilitates your continual improvement in clinical care risk mitigation. We manage the investigation process and deliver actionable reports to support best practice clinical care.

In dispute of a serious risk finding, we also act as your legal or compliance defence.

We provide independent support to aged care providers when managing incidents with potential to impact organisational, financial, compliance and legislative domains.

### We work with you to identify the root causes through:

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Conducting interviews and reviewing documentation.

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Synthesising investigation outcomes.

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Training workshops on the fundamentals of conducting Root Cause Analysis.

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## Take pride in your success



**Katrina Ong**  
Partner

## We support aged care providers with:



### Independent Report:

We conduct thorough investigations to uncover and address the root causes of serious incidents.

Our detailed analysis identifies what went wrong, pinpoints the underlying causes and any process issues, and provides actionable recommendations to prevent future occurrences.



### Expert Witness:

Serving as your aged care clinical expert witnesses in legal proceedings.

Acting as your legal or compliance defence in dispute of a serious risk finding.



### Staff Training:

The expert facilitation of staff training workshops on the fundamentals of conducting Root Cause Analysis.

## Why partner with Pride Aged Living?

- Engaging our experienced clinical investigation team facilitates your continual improvement in clinical care risk mitigation.
- Our extensive experience conducting independent reports for aged care providers means you can trust us to deliver positive outcomes.
- Our consultants are ISO 9001 certified in undertaking Root Cause Analysis (non-industry specific).
- Our investigation, analysis and actionable reports facilitate improvements to your systems and give you confidence to deliver best practice clinical care.
- With Pride Aged Living on board, you can be confident that risks to consumers have been appropriately analysed and corrective actions have been applied according to statutory frameworks and best practice aged care.

## Get in touch

To find out more about how we can assist, please contact us at [clientservice@prideagedliving.com.au](mailto:clientservice@prideagedliving.com.au) or [02 9068 0777](tel:0290680777).

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Aged Living

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