**Improving the health system’s response when patients are harmed: a mixed-methods study: National Health and Medical Research Council (NHMRC) Partnership Grant No. 2017219**

This research project, which started last year, aims to evaluate methods used in serious incident response (when a patient is harmed) in healthcare. The response may include an investigation to understand what happened and why and open disclosure – the process for communicating what the health service has found to the patient and family. The research aims to understand what works, when, and why in relation to incident response, and develop best practice guidance to improve the response to and learning from incidents when patients are harmed.

The project is currently looking to understand and develop best practice into what are the needs of consumers or families of consumers after an adverse event. So, the researchers wish to speak to consumers who have experienced harm as a patient in the healthcare system and were involved in an investigation regarding that harm as they will be the best people to understand consumers needs. Participation will be via a 45 minute online or telephone interview with the research team and will involve discussion of the incident investigation process and your experience of that.

Participation in any research project is voluntary. If you do not wish to take part, you do not have to. If you do decide to take part, you will be given a link to a Participant Information and Consent Form to electronically sign (via a secure system called REDCAP). Whether you choose to participate or not will not be shared with any other parties outside of Macquarie University.

The project is led by Professor Peter Hibbert at the Australian Institute of Health Innovation at Macquarie University. Project partners are the Clinical Excellence Commission NSW, Clinical Excellence Queensland, Safer Care Victoria, ACT Health and the Australian Commission on Safety and Quality in Health Care. As well as Macquarie University, Chief Investigators from the University of New South Wales, University of the Sunshine Coast, and the Australian Catholic University will be involved in the research.

The interviews will be undertaken by Dr Mia Bierbaum and Dr Yinghua Yu, both experienced researchers and interviewers.