

Summary of actions taken by HIQA on foot of unsolicited information received in the period of January to December 2017

- In the case of 342 pieces of information, further information or a provider-led investigation of the issue identified was requested following initial review and risk rating of the information (42% of unsolicited information received).
- Review of the unsolicited information triggered 17 targeted inspections.
- None of the issues raised by the unsolicited information required referral to other organisations.
- All information was reviewed during the six-weekly staff/manager one-to-one supervisory meetings, risk profile updates⁷ and any monitoring/inspection processes.