

Additional file 1:

Score	Description
0 The rating has no added value for the DHI.	<ul style="list-style-type: none">• Information is not relevant for the DHI• Information is too concise to assess• Information is not specific enough• Information is contradictory or unclear
1 Based on this rating, a signal is added to the healthcare provider or organization.	<ul style="list-style-type: none">• Information is relevant for the DHI• Unclear whether it concerns an incident or a structural problem• In case of similar signals, intervention is needed by the DHI.• If this healthcare provider or organization will be visited in the near future, it is relevant to discuss this issue.
2 Based on this rating, the DHI will further investigate this issue.	<ul style="list-style-type: none">• Information is relevant for the DHI• Information may indicate a structural problem• Safety of client/patient is in jeopardy and/or observed norm exceeding behaviour by a healthcare provider and/or media-sensitive issue• Based on this information it is justified to ask for clarification (written) or to visit the organization
3 Based on this rating, the DHI will undertake immediate action.	<ul style="list-style-type: none">• Information is relevant for the DHI• Based on this information, immediate intervention is required.• This situation comprehends direct risk of serious hazard or injury of client/patient and/or humiliating situations and/or media-sensitive issue.• Program director is directly informed since this concerns a

serious situation.