



Risk Management & Incident Reporting

TRAINING

Incident Reporting

- ▶ Reporting high risk events affecting patients and/or employees
- ▶ Incident reports can:
 - ▶ Eliminate or minimize liability and lawsuits
 - ▶ Improve safety
 - ▶ Identify potential losses or claims
 - ▶ Document the facts of an event
 - ▶ Facilitate an investigation
 - ▶ Provide early intervention to make corrections
 - ▶ Collect data for identifying patterns and changes needed in the system



Examples of Reportable Incidents

- ✓ Altercations between a patient and another patient or an employee
- ✓ Self-destructive behaviors
- ✓ Medication errors
- ✓ AMAs
- ✓ Violent threats made to anyone
- ✓ Slips/Falls
- ✓ Vehicle accidents
- ✓ Drug use
- ✓ Sexual assaults
- ✓ Anything outside of ordinary operations

Best Practices

- ▶ File a report immediately after the event and within 24 hours.
- ▶ Only a person who has first-hand knowledge of the event should report it
- ▶ For serious incidents, contact your director immediately
- ▶ The information contained in the report should remain confidential.
- ▶ This information should only be given on a need-to-know basis.
- ▶ Be sure to fill out the form completely and legibly.
- ▶ State only facts—no opinions or assumptions.
- ▶ Report any incident, even if it does not involve a patient.

Post Incident Procedures

1. Assess those affected for any needs and provide them immediately (ex: first aid)
2. Stabilize the person and notify a supervisor immediately
3. Document any assessments and treatments that were made
4. Record any statements about the incident from all involved
5. File the Incident Report. Any employee who was involved with or witnessed the incident must file a report **individually**.
6. Do not discuss the event with anyone beyond those who need to know



Sentinel Events/Critical Incidents

- ▶ Reporting critical incidents to DCF is required within 24 hours, and to the Joint Commission within 48 hours
- ▶ Examples include rape, suicide attempts, death, abuse and/or neglect, and permanent loss in functioning (such as losing a limb)
- ▶ Timely reporting is crucial. If you are unsure whether a report is considered critical, speak to your director immediately.



Documentation Notes

- ▶ Each employee who witnessed or was involved with an incident must complete a report individually.
- ▶ **When in doubt, report it.**
- ▶ Provide as many facts as you can.
- ▶ Data from the reports is reviewed for trends, corrective actions, etc.
- ▶ Reports are filed confidentially and maintained for a minimum of 3 years.
- ▶ Employees will not be subject to disciplinary action for reporting an event.

Risk Management

Risk management is the identifying, minimizing, preventing, and eliminating potential loss to the company.

It is a team effort. Everyone is responsible for limiting liability and preventing loss.

How You Can Help

- ▶ Committing to Safety and Maintenance
- ▶ Ensuring patients know their rights and responsibilities
- ▶ Keeping open lines of communication with patients, supervisors, HR, etc.
- ▶ Complying with company policies and best practices
- ▶ Avoiding negligence/providing proper care