



Reporting and Documenting Incidents (8.608.6)

Policy

For the purpose of this policy, an incident shall be defined as:

Any injury, accident, or seizure requiring inpatient or outpatient medical assistance, on site nursing assistance (not including consultation only), physician attention (including phone consultations), or any emergency medical assistance (i.e. paramedic).

- All employee injuries.
- Error in Medication Administration.
- Circumstances requiring law enforcement intervention.
- Unknown injuries.
- Unusual behaviors
- Property damage with injury.
- Use of Safety Control Procedures or Emergency Control Procedures.
- Unexplained occurrences that need immediate investigation (i.e. theft).
- Reports of abuse and/or neglect.
- Emergencies (health or safety of an individual is in immediate danger).
- Death.

These include incidents related to individuals in services, employees, the facility, and personal property not associated with the facility.

Incidents of alleged mistreatment/abuse/neglect/exploitation will be documented on an Incident Report form, but will not become part of the incident report file if kept in the individual plan file. To protect confidentiality, these reports will be kept in the Administrative Abuse Investigation file. Documentation that a report of abuse and/or neglect was filed will be recorded on the Incident Log kept in the individual's file.

Analyzing and Identifying Trends

It is the policy of ABLE that all incident reports and associated incident data is tracked within our confidential administrative database and analyzed to identify trends or any problematic practices. This accumulated data from incident reports is shared with the Senior Director on a quarterly basis, giving him/her the opportunity to implement changes to a client's plan and/or take any appropriate corrective action.

Procedure

I. Notification of Supervisor

All Incidents will be verbally reported to a supervisor by the involved responsible employee / provider within 24 hours. If the immediate supervisor is not available, Policy and Procedure for Contacting Staff in Emergency Situations will be followed.

II. Documentation

- i. All incidents will require an Incident Report form to be completed by the involved responsible employee / provider within 24 hours. Blank Incident Report forms can be requested from the ABLE office. The completed incident report form will be copied; one copy shall be placed in the individual's file. In the event that medical follow up is needed, the original copy will be forwarded to the facility nurse for recommendations. In the case of all individual-related incidents, the supervisor will forward a copy of the report to the resource coordinator of the appropriate Community Centered Board (CCB).
- ii. The employee will ensure the information is complete, written in ink, legible on all copies, and signed with the employee's name and position. Times and dates of all actions will be included.
- iii. The supervisor will review, adding appropriate and additional follow-up information, including persons contacted, identification of incident patterns, and corrective actions. On the same day of receipt, he or she will sign and date the report, then send it to the director. Times and dates of all actions will be included.

III. Supervisory Follow-Up

The supervisor will document on the Incident Report form all persons notified or sent a copy of the Incident Report. Additional follow-up details will be attached to the report.

- i. Employee Injury

The supervisor will call the ABLE President immediately for any employee injury. The supervisor will send a copy of the Incident Report form to the director within 24 hours of the incident.

ii. Individuals Medical / Health

Should a verbal report or Incident Report form contain medical/health related information, the supervisor will assure that the individual receives prompt medical attention.

All Incidents involving an individual will be reported to the resource coordinator of the appropriate CCB by the supervisor within 24 hours of the incident.

If the incident involves allegations of abuse, mistreatment, neglect, or exploitation, then a report must be made to the appropriate CCB within 24 hours of the incident.

iii. Vehicle Accident or Damage

Should the verbal report contain information regarding a vehicle accident, the supervisor should immediately make a verbal report to the ABLE Day Program Manager who will, in turn, contact the President to determine the correct follow up with our insurance carrier.

iv. Property Damage

Should the Incident Report form contain facility property damage information, the supervisor will immediately send a copy to the President. The President or his/her delegate will document all follow up activity and information on this copy.

v. Law Enforcement Intervention

Verbal reports that include law enforcement intervention will be immediately reported to the President by the supervisor.

vi. Emergency Intervention

Verbal reports involving incidents where the health or safety of an individual was in immediate danger will be reported to the county, family, and legal representative within 24 hours of the incident by the supervisor.