



MONTANA STATE HOSPITAL POLICY AND PROCEDURE

INCIDENT RESPONSE AND REPORTING

Effective Date: December 11, 2015

Policy: SF-04

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I. PURPOSE:

- A. To ensure prompt assessment and response to all incidents resulting in injury to patients, employees, or visitors. To accurately document threats or actions of violence, inappropriate sexual behavior, unsafe smoking, contraband, fires and environmental emergencies. To accurately document incidents of property damage.
- B. To accurately document events and to identify staff response to the events.
- C. To identify contributing factors/conditions that led to the incident and to identify steps taken to prevent the recurrence of a similar incident.
- D. To provide accurate, timely information for an ongoing incident report database.

II. POLICY:

- A. Employees who witness or are aware of an incident are responsible for completing an Incident Report at the time they become aware of the incident.
- B. An Incident Report must be completed anytime there is an injury (regardless of severity) to patients, employees or visitors. An Incident Report must be completed in the event of damage to or loss of hospital and/or patient property. When possible, a photograph of the damaged property will be taken by Security and given to the Safety Officer.
- C. An Incident Report must be filled out when the transport blanket is used to move a patient.
- D. All Incident Reports must be filled out completely including patient's hospital number, patient's unit, date of injury, time of injury, etc. When completing an Incident Report that involves an injury (or property damage) to a patient or employee resulting from another patient, the hospital number of the patient who caused the injury must be provided in the "Description of Incident" portion of the report. The acting Supervisor's name will be stated on the report.
- E. The actual incident report will not be noted in the patient's chart.

- F. Montana State Hospital (Safety Committee will monitor and evaluate data generated by the reporting process as part of the Hospital's performance improvement activities.

III. DEFINITIONS:

- A. **Incident** - Any unusual or unexpected occurrence that results in injury or potential injury to patients, staff, or visitors. Threats or actions of violence, inappropriate sexual behavior, unsafe smoking, contraband, fires and environmental emergencies. Any event that results in damage or potential damage to or loss of hospital property, patient property or specified employee property.

IV. RESPONSIBILITIES:

All employees are responsible for safety and reporting safety concerns to their immediate supervisor as addressed in the Hazardous Condition Reporting Policy.

- A. **Safety Officer** will maintain a database of all Incident Reports at Montana State Hospital. All Incident Reports will be assigned a severity rating and categorized according to type of injury by the Safety Officer. The Safety Officer will take appropriate action to decrease the potential for repeat incidents. The Safety Officer will coordinate with Montana State Fund to ensure appropriate management of worker's compensation claims.
 - B. **Employees** must complete an Incident Report at the time they become aware of an incident. All Incident Reports must be completed prior to the end of the shift. Employees must notify their supervisor of all incidents before the end of the shift. An Incident Report must be completed for all patient, staff or visitor injuries, regardless of severity.
 - C. **Licensed nurses** must assess the injury and administer first-aid as necessary. Injured employees can be referred to the Medical Clinic for medical emergency. Employees can also be referred to medical providers in the community. Nurse Supervisors must be notified of all incidents before the end of the injured employee's shift.
 - D. **Nurse Supervisors/Immediate Supervisors** must take steps to ensure all injury reports submitted to them by employees are acted upon appropriately. This includes any immediate steps taken to prevent recurrence and the generation of work orders to maintenance to alleviate any hazardous conditions. Any Hazardous Condition reports generated from an incident must be forwarded to the Safety Officer after the supervisor completes their section of the report.
- V. PROCEDURE:** An Incident Report must be completed anytime a patient, employee or visitor is injured – regardless of severity. An employee who witnesses an incident must complete the Incident Report. In the event of an unobserved injury, the employee who first becomes aware of the injury must complete an incident report.

A. Patient Injury:

1. *Notification process and first response:*

- a. Regardless of severity, employees must immediately notify the licensed nurse assigned to the patient's treatment unit.
- b. A licensed nurse must assess the patient's injury and administer First Aid as indicated.
- c. A licensed nurse must notify the Nurse Supervisor who will determine the necessity for further intervention; i.e., notification of physician.

2. *Documentation process:*

- a. An employee observing or responding to the incident must complete and sign an Incident Report Form (see attached form) and document information about the incident in the Progress Notes of the patient's medical record.
- b. The licensed nurse must document the following on the Incident Report Form *and* in the Progress Notes:
 - assessment
 - emergency care administered
 - persons notified and time this occurred
 - any needed follow-up
- c. Following assessment of the patient, the physician will document the following on the Incident Report Form and in the Progress Notes:
 - observations
 - treatment provided
 - plan for follow-up care
- d. The Safety Officer will review all Incident Reports and will assign severity rating and injury type. All incidents requiring hospital based services or result in death will be reported to the hospital administrator.

B. Employee Injury:

1. *Notification and first response:*

- e. The employee's immediate supervisor must be notified of all employee injuries at the time of the injury – regardless of severity.

- f. A licensed nurse or physician may provide care and treatment in response to an emergency condition or situation that is necessary to stabilize.
- g. The employee's Program Manager must be notified as soon as possible.

2. ***Documentation process:***

- a. Injured employees must complete and sign the Incident Report Form (see attached) at the time of the injury. If an electronic version of the form is used, this must be immediately emailed to the safety officer.
- b. The immediate supervisor must complete the Incident Report if an injured employee is unable to do so.
- c. When a registered nurse and/or physician assess the employee, they must document their findings on the Incident Report Form.
- d. The completed Incident Report Form must be sent to the Safety Officer ***immediately*** and a copy will be sent to the supervisor stated on the report by the safety officer after the report is reviewed.

C. **Visitor Injury:**

1. ***Notification and first response:***

- a. Regardless of severity staff must complete an Incident Report and notify a registered nurse or licensed practical nurse.
- b. A licensed nurse will assess the visitor's injury and administer First-Aid as indicated.
- c. The licensed nurse must notify the Nurse Supervisor who will determine the necessity for further intervention; i.e. notification of a physician.
- d. The Hospital Administrator must be notified of all visitor injuries.

2. ***Documentation process:***

- a. Employees who observe or respond to an incident involving a visitor must complete and sign an Incident Report Form.
- b. A licensed nurse and/or physician must assess the visitor with their permission and document the following on the Incident Report Form:
 - observations
 - treatment given, and

- any recommended follow-up care.

- c. Completed Incident Report Forms will be routed to the Safety Officer *immediately.*

D. Emergency Care/Transportation:

Emergency assessment and care will be the first priority for all patient, employee and visitor injuries. A licensed nurse and/or physician will be available to assess all injuries. If injuries require emergency transportation to an acute medical facility, arrangements will be made via the Nurse Supervisor or Staffing Services. The contracted ambulance service may be utilized to provide emergency transportation. In an emergency situation any MSH employee(s) may transport an employee, patient or visitor to a medical facility with the Nurse Supervisor's authorization.

E. Damage/Loss of Personal Property:

Instances of damage to or loss of personal property will be managed according to Montana State Hospital's policy HR-13 "Reimbursement for damage/destruction of Employee Owned Property."

F. Data Collection and Analysis:

1. The Safety Officer will indicate the date when the Incident Report was received on the form and the Quality Improvement Department Administrative Assistant will enter information from each occurrence into a database. The database will include date, shift, time, location, severity and type of occurrence as well as information about patients and staff involved.
2. Information contained in the database will be summarized and reviewed by the Safety Committee and a summary report will be given to the Quality Improvement Committee.

VI. REFERENCES:

MSH Policy "Hazardous Condition Reporting Policy"
MSH Policy "Reimbursement for Damage/Destruction of Employee Owned Property"
MSH Policy "Personally Owned Articles Brought to Montana State Hospital by Hospital Personnel"
MSH Policy "Workers Compensation"

VII. COLLABORATED WITH: Hospital Administrator, Director of Nursing, Director of Quality Improvement & Public Relations, Safety Officer, and Staffing Services.

VIII. RESCISSIONS: SF-04, *Incident Response and Reporting* Policy dated December 9, 2011; SF-04, *Incident Response and Reporting* Policy dated November 1, 2008; SF-04,

Incident Response and Reporting Policy dated May 28, 2007; SF-04, *Incident Response and Reporting Policy* dated February 20, 2003; SF-04; *Incident Response and Reporting Policy* dated February 14, 2000; AD-05-01, *Incident Response and Reporting Policy*, dated July 10, 1995.

- IX. DISTRIBUTION:** All hospital policy manuals
- X. ANNUAL REVIEW AND AUTHORIZATION:** This policy is subject to annual review and authorization for use by either the Administrator or the Medical Director with written documentation of the review per ARM § 37-106-330.
- XI. FOLLOW-UP RESPONSIBILITY:** Safety Officer
- XII. ATTACHMENTS:** For internal use only.
 - A: Incident Report Form

Signatures:

John W. Glueckert
Hospital Administrator

Connie Worl
Director of QI and PR