

## TRAINING MODULE: PATIENT AND VISITOR EVENTS

### PURPOSE:

To ensure patients, employees and visitors are treated appropriately should an event (unusual circumstance) occur that could potentially cause harm or injury.

### PROCEDURE:

Event reporting is required at BCMH. Events that are to be reported are:

- Events that are related to a patient or visitor
- Event related to an employee
- These two types of events are treated differently and reported on different forms.
- Hospital-wide guidelines/policies for event reporting can be accessed on the intranet:
- Patient or visitor events = *Management of Adverse Events (policy)*
- Employee events = *Event Reporting – Employee (guideline)*
- Events related to patients or visitors are reported to the hospital's liability carrier.
- Events related to employees are reported to the hospital's worker's compensation carrier.
- When an event involves equipment or a device, it should be removed from service without changing control settings. The equipment or device should not be cleaned/repaired or released to the manufacturer until the insurance carrier has been notified.

The form for reporting patient or visitor events or occurrences is called the *Event/Occurrence Report*. This form can be found on the Quality Management/Risk Management link on e-CONNECT. The form is also available through the Purchasing Department (P.S. 270).

### DEFINITIONS:

To understand patient and visitor event reporting, you should familiarize yourself with the following definitions:

*Adverse Event*: any event or circumstance that could have or did cause unintended or unexpected harm, loss or damage

*Harm*: any injury (physical or psychological), disease, suffering, disability or death

*Near Miss*: an adverse event where no injury or loss occurred

*Sentinel Event*: any unanticipated event resulting in death or serious physical or psychological injury. Serious injury specifically includes the loss of a limb or gross motor function, and any event for which a recurrence would carry a risk of a serious adverse outcome.

### PATIENT AND VISITOR EVENTS:

All adverse events, near misses, and sentinel events must be reported on the appropriate form and forwarded to the Risk Manager. The following are examples of reportable events:

- Admission – adverse result of OP/ER management
- Adverse drug reaction
- Surgery related
- Blood transfusion related
- Neurological deficit not present on admission
- Consent related
- Unexpected transfer to CCU
- AMA/eloped

- IV related
  - Dissatisfaction with treatment
  - Patient/visitor fall
  - Unexpected death; suicide attempt
  - Personal property loss
  - Test/procedures/treatment related
  - Medication related
  - Discrepancy in diagnosis
  - Equipment related
  - Patient injury
  - Infections
- All event reports are considered confidential and are to be protected.
  - Do not inform a patient/visitor that you are completing an event report.
  - Do not document in the patient's medical record that you have completed an event report.
  - Do not photocopy an event report without permission from the Risk Manager.
  - Event reports should be forwarded to the Risk Manager in a confidential manner.
  - Event reports should be shared only with employees either involved in the event or investigating the event.
  - The Risk Manager is responsible for the investigation of the event and contacting the patient, visitor, or eyewitness if necessary.
  - When an event involves equipment or a device, it should be removed from service without changing control settings. The equipment or device should not be cleaned/repared or released to the manufacturer until the insurance carrier has been notified.
  - If you witness or are notified of a patient/visitor fall or injury on hospital property, an event report should be completed.
  - The patient or visitor should be offered an emergency medical screening examination. If the patient or visitor refuses the examination, a Refusal of Treatment Form should be completed and forwarded to the Risk Manager along with the event report. This procedure does not apply to inpatients.

#### **EMPLOYEE EVENTS:**

- The forms for reporting employee events are called the *Employee Event Report Form*, the *Supervisor's Event Report Form*, and the *Report by Eyewitness Form*. These forms can be found on the Human Resource link on e-CONNECT.
- Employees are responsible for reporting events or conditions that resulted or could have resulted in an injury or loss to the employee.
- Employee should complete the Employee Event Report and forward to their immediate supervisor. Supervisor should complete the Supervisor Event Report and forward to the Human Resource Director.
- All reports should be forwarded to the Human Resource Director within 24 hours of the event.
- If an employee needs to seek treatment for a work injury that is deemed emergent by the supervisor, the employee can be seen in BCMH's Emergency Department. The employee would need to indicate on admission that the injury should be billed as a worker's compensation injury.

- If an employee needs to seek treatment for a non-emergency work injury or follow-up treatment, the employee would need to contact the Human Resource Director for assistance.
- Any equipment or device involved in an employee event should be removed from service without changing the control settings. The equipment or device should not be cleaned/repaired or released to the manufacturer until the insurance carrier has been notified.
- In the event of an employee exposure, the Infection Control Nurse should be notified immediately and the Exposure Plan should be implemented.
- It is important that employees are diligent about reporting events when they occur. Do not assume that someone else has already reported.
- The hospital has a “non-punitive” policy for reporting events which encourages employees to report problems when they occur.
- The hospital uses the event reporting information to identify problems within the hospital in an effort to reduce our liability and to improve the safety of our patients, visitors, and employees.