



Rancho Los Amigos National Rehabilitation Center PHYSICAL THERAPY DEPARTMENT POLICY AND PROCEDURE

REPORTING PATIENT OR NON-PATIENT ACCIDENTS

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Page: 1 of 2

PURPOSE: To outline the procedure for reporting a patient or a non-patient event, near- miss or accident to medical center Administration.

POLICY: Each member of the Physical Therapy Department staff shall be instructed in the procedure for reporting a patient/non-patient accident, near-miss, unusual or serious event. Please refer to the medical center Administrative Policy and Procedure Manual, Policy No. B704 on “Event Notification Reporting.”

PHILOSOPHY: The Physical Therapy Department in collaboration with the Administration of Rancho Los Amigos National Rehabilitation Center and the County of Los Angeles Department of Health Services encourages and expects employees to report all events. This includes reporting events that are a near miss or close call for which injury does not occur, as well as unexpected negative patient outcomes. The goal is to improve patient safety by being aware of assessing and preventing occurrence of similar events and thus reduce the potential for future occurrences.

This philosophy is to foster a just culture within the department, Rancho and DHS. The focus will be on process and system improvement, in a culture of accountability rather than one of blame. Support will be provided to employees who are associated with an event with a focus on assisting them to identify improvement actions intended to prevent similar occurrences.

Definitions (not a complete list, refer to ADMIN POLICY B704 for a complete list):

Event: An untoward incident, therapeutic misadventure, iatrogenic injury, or other adverse occurrence directly associated with care or services provided within the jurisdiction of Rancho or the County of Los Angeles, Department of Health Services. Examples of events are: falls, pressure ulcers, patient elopement.

Close call/near miss: An occurrence that could have resulted in an event and/or injury but did not, either by chance or through timely intervention. Examples of a near miss is a near fall, a medication error discovered and corrected prior to medication administration to the patient or the wrong patient taken for a procedure but error is discovered and corrected before the procedure is begun.

Sentinel event: A sentinel event is an unexpected occurrence involving death or serious physical or psychological injury or the risk thereof. Serious injury includes loss of limb or function. Sentinel events require immediate investigation and response.

PROCEDURE:

- I. Employee reporting the Non-critical events will:
 - A. Report event to immediate supervisor.
 - B. Initiate contact with provider for examination of patient and notify Nursing.
 - C. Enter statement in patient's medical chart that an incident occurred and that appropriate medical personnel were notified. **Do not state in the medical record that an incident report was filed.**
 - D. Complete the Event Notification Report using the UHC/Safety intelligence electronic event report portal on the Rancho Intranet Site. Telephone event reporting through ext 57475 (RISK) is only to be used by staff who do not have access to a computer or if the computer entry system is down. A paper downtime form for Event Notification Report is only to be used when the computer or telephone system is not available.
 - E. Supervisor will review the electronic report or the downtime event reporting form. The paper downtime form is to be delivered to the Physical Therapy Office.
- II. If the Downtime form is completed, Physical Therapy Office personnel will:
 - A. Hand-deliver to the Director of Physical Therapy for approval. Director will initial in upper right hand to indicate review and return to Physical Therapy Office personnel.
 - B. All copies will be hand-carried to the appropriate location and are not to be mailed.
 - C. **NO COPIES OF THE FORM WILL BE MAINTAINED IN ANY PHYSICAL THERAPY FILES.**
- III. Critical Clinical Events (Refer to Administrative Policy and Procedure B705, Critical Clinical Events)



Director, Physical Therapy Department