POLICY

It is the policy of Ageia Health Services that any incident or occurrence involving a resident, worker, visitor or vendor, or physical damage to Community property and/or vehicles is reported in full on the Non-Employee Incident – Occurrence Report form.

DEFINITIONS:

Incident
Any happening or unusual occurrence, which is not consistent with the routine operation of the Community or the routine care of a particular resident, resulting in an injury or potential injury to a resident, worker, visitor or vendor, or physical damage to Community property and/or vehicles.

Examples of incidents or occurrences which would be reported (not all-inclusive):
◦ An incident or occurrence involving a resident, vendor or visitor.
◦ Physical damage to Community property or vehicles, including all vehicle accidents.
◦ An injury, or any occurrence which might have a potential adverse effect on any resident, including: exit seeking behavior; resident-to-resident contact; a fall, fracture, skin tear, burn or laceration; choking; missed or inaccurate medication; suspected abuse; outbreaks of communicable illness; and other similar events.
◦ Serious events, which are defined as unanticipated death or incidents that could have resulted in death or major permanent loss of function, not related to the natural course of the resident’s illness or underlying condition.
◦ Equipment malfunctions, such as a failure of any vehicles, equipment, machinery, tools or appliances to operate or function as normal.

PROCEDURES

• The staff person who witnesses the event, or is first upon the event, completes the Non-Employee Incident – Occurrence Report.
• Resident Incidents: Complete all information and make appropriate contacts; fax the form to the Home Office if it is a qualifying event on the incident form.
• Visitor/Vendor/Other Incidents: Complete all of the information and fax the form to Ageia Home Office.
• If the incident involves a resident, a ROER will be completed, and the resident will be placed on the 24 Hr. Report.
  ◦ Report resident incidents to any state regulatory authorities, as required by state law.
• The Non-Employee Incident - Occurrence Report is given to the Executive Director/Administrator who reviews the report and investigates further, on the Non-Employee Incident – Occurrence Management Investigation Report, within 48 hours, if necessary.
The Community LN reviews resident incidents, investigates further, on the Non-Employee Incident – Occurrence Management Investigation Report, within 48 hours, if necessary and makes recommendations.

Incident reports are considered part of the confidential record and will be handled according to HIPAA and other privacy guidelines; DO NOT release Non-Employee Incident - Occurrence Report forms to the general public, unless directed to do so by Ageia Health Services President or VP Of Operations.

All resident incidents/occurrences should be reported to physician and family as soon as possible.

An investigation must be initiated within 48 hours of the occurrence by the Executive Director and/or Community Nurse.

The facility Nurse and or facility Executive Director investigates all incidents to identify or eliminate any possibility of an abuse violation.

If abuse is suspected:
  - Facility Nurse and/or Executive will notify DSHS immediately of occurrences involving suspected or confirmed mistreatment, neglect or abuse, including injuries of unknown origin.
  - Residents involved in the occurrence will be placed on alert status for 72 hours.

QUALITY ASSURANCE

Executive Director is responsible to store Incident-Occurrence Reports in a 3-ring binder, grouped by month, after the initial review/investigation process is complete.

Incidents will be logged into the Incident-Occurrence Tracking Log, as well as on the individual report forms, and information utilized for the Monthly Incident Trending Summary.

Incident – Occurrence Reports will be audited by the Executive Director/Community LN each month, using the Monthly Incident Trending Sheet to identify trends.

Executive Director will fax or email a copy of the Monthly Incident Trending Summary to Ageia Home Office, Policy Development Specialist, no later than the 10th of each month.

The Executive Director will maintain all Incident-Occurrence Reports in a secured, designated place in the facility, for a minimum of 5 years.

FORMS

Incident-Occurrence Tracking Log
Monthly Incident Trending Summary
Non-Employee Incident – Occurrence Report
Non-Employee Incident – Occurrence Management Investigation Report
ROER