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| COMPLETION OF INCIDENT REPORTS | | | | NO. 476 | |
| Losses constitute proof that adequate preventative action was not taken. The purpose of loss investigation is to discover the causative factors that brought the loss about, so that proper action may be taken to prevent a re-occurrence.  This section deals with the proper completion of the Supervisor's Incident Investigation Report. It is vitally important that reports be completed in their entirety, and according to existing guidelines. Sufficient effort expensed today on proper investigation and prompt remedial action will effectively control tomorrow's potential loss. With these reasons in mind, managers should be familiar with the following important factors regarding completion of the Incident Investigation Report.  Description of an Accident:  An accident is a series of events that takes place and cause the undesirable loss. The elimination of these events will prevent adverse situation from occurring. Therefore, it is vital that those investigating the accident identify situations possible which caused the mishap, and not just settle for concluding "employee error". To maintain a quality safety environment, accidents and close calls should be investigated.   1. IDENTIFYING INFORMATION   Much of the information required on the form shown in figure one of this section is self-explanatory. Several of the items, however, deserve special note because of their criticality.   1. Where did it happen?   Specify the exact location of the incident. This should be definitive and precise, because of the many potential uses of this information and the need for exactness (i.e. Room B 1 5 Bed 1, or B-Wing hallway near wall phone). It is also vital to the understanding of related incident facts.     1. When did it happen?   Incidents are sometimes alleged to have occurred days or even weeks prior to the date on which they are reported. Dates, times, and places have tremendous value in legal actions, and court decisions, and they are keys to the need for additional 'investigating procedures. These dates are also checked against dates on the bottom of the form to determine the promptness with which investigations were conducted. | | | | | |
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| 1. WHAT HAPPENED?   This conveys to the reader the sequence that led to the loss or the circumstances involved with the incident being reported. This should be carefully written in step-by-step sequence, according to what happened, and it should include contributions to the occurrence of the incident. While it must be complete, words should be selected judiciously, to be concise and to the point.   1. WHAT CAUSED THE INCIDENT?   This section could very well be called the heart of the investigation report, since what is said here gives the reader an understanding of the first cause as well as the basic cause of the problem. It is also vitally important to note the name of the individual who was most closely associated with the incident. This is not to be used for blame fixing, but rather for important records and reference purposes. This person usually has special knowledge about the incident and is frequently a key witness. Determine if the accident was caused by an unsafe act (human elements of the accident that the person contributes to the cause) or unsafe condition (accidents involving tools, equipment materials etc.) to assist the Safety Committee with follow up.  A Behavior Incident Report may be appropriate to complete as well.     1. ACTION TAKEN   Give a detailed description of immediate action taken to rectify the problem(s) caused by the accident/incident. If first aid was administered, it should be properly marked on the incident report, and then described in further detail in this section. If it was necessary to notify a physician, the time of notification and a description of his recommendations must be noted in this section, along with verification that his recommendations were implemented accordingly.   1. IMPLEMENTATION AND FOLLOW UP   Once the preferred solution for corrective action has been identified, the next step is to effectively implement the method which will reduce the chance for reoccurrence. The most detailed and concluded accident report is worthless if it is not put into action. It must be decided who has the responsibility to implement the corrective measures, and how those measures will be monitored to ensure they are being applied. A time frame should be placed on when specific activities are to be implemented. | | | | | |
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| 1. SUBMITTAL OF INCIDENT REPORTS   Completed incident reports, along with their supplements, must be delivered to the Director of Nursing, who will then circulate it to appropriate personnel. A written analysis of critical incidents is provided to the leadership at least annually by the Safety Coordinator / Director. It addresses causes, trends, actions for improvement, results of performance improvement plans, necessary education and training of personnel, prevention of reoccurrence, and/or internal and external reporting requirements. | | | | | |
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