

 B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100 DR. PABLO O. TORRE MEMORIAL HOSPITAL	Document Code:	DPOTMH-A-1-P04
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Workplace Incidents – a work accident, occupational incident, or accident at work is a discrete occurrence that can lead to physical or mental occupational injury. The workplace incidents are related to mental as well as physical hurts

Incident Reporting. An official document that records all the facts related to an incident on the workplace

POLICY:

1. All Clinical Incidents, Near Miss Incidents, Non-Clinical Incidents, and Workplace Incidents shall be reported, corrected, and documented regardless of its magnitude.
2. All Human Resources-related incidents shall be reported to the Human Resources Division (HRD).
3. The Total Quality Division shall be given a copy of all incident report for Policy and Process Improvements, and Continuous Quality Improvement (CQI).
4. Incident reports shall include all information:
 - The name of the person reporting the incident
 - The name of the person involved in the incident
 - If more than one person was involved in the incident, separate incident reports shall be written for each person to ensure confidentiality.
 - The name(s) of persons involved or witnessing the incident.
 - Type of incident
 - An objective description of the incident
 - Date and place the incident occurred
 - The duration of the incident
 - An indication if the incident was directly observed or was reported to the author.

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- The name(s) of those notified of the incident
 - Follow-up action taken in response to the incident, as needed. If follow-up is needed but not indicated on the incident report itself, the report should indicate where follow-up is documents
 - Name(s) and job title, if applicable, of the person responsible for follow-up.
5. Critical Incident and or Mistreatment shall be reported verbally to the immediate supervisor or Unit Head as soon as one can, and shall be documented within 24 hours. While Non-Critical shall be documented /reported as/in 72 hours.
 6. Incident reporting shall be documented in order to identify hazards, enforce the culture of quality and safety, reduce the frequency of the incident, and prompt incident reporting is huge for the company
 7. Incident reports shall be treated with utmost confidentiality and or Privacy.

DOCUMENTATION:

Revised Policy

DISSEMINATION:

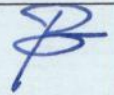
Hospital Communicator

WMM

Annual Employees Orientation

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APPROVAL:

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PURPOSE:

1. To provide steps to ensure the accuracy of incident report
2. To improve the clarity and effectiveness on incident report

SCOPE:

Applies to all employees of Dr. Pablo O. Torre Memorial Hospital

PERSON RESPONSIBLE:

Human Resources, Healthcare worker, or any employee who will make the incident report

PROCEDURE:

1. The 6 steps of incident reporting

1.1. Capture all fundamental information

As a guide you need to answer the following questions: What type of injury has occurred? Was it nonfatal or fatal? How was the environment? Looking at the location and when did the incident took place? Were there any damages to the property? What was the task being handled when the incident happened?

1.2. Document any injuries and damages

The incidence shall be described in details specially if there are any injuries or damages caused It is also important that pictures be a part of the incident report

1.3. Identify all the affected individuals.

Record the names of the personnel involved and their work titles, shift schedules, and any pertinent information.

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1.4. Identify the witnesses and note their statements.

Include the names of the employees or personnel who were present or has witnessed the incident. The remarks or information that witnesses provide should be taken down. The witnesses shall sign on the incident report or in the notes of the person investigating the incident in order to have an accurate details of the incident.

1.5. Take action

In order that the incident shall not happen again, corrective actions shall be taken right after the occurrence of the incidence. This refers to the steps that should be followed after an occurrence.

1.6. Close your report

After completing the preceding phases, you may gather management's feedback on the incident. Thus, as the reporter and somebody from higher management, you should sign off on the accountability measures. This will confirm that the information in the incident report is accurate and unquestionable.

Incident reports shall be kept in good order since they are crucial documents for any organization. It might difficult to write an incident report while on-duty or working, and it necessitates thorough documenting of the occurrence. However, one should understand that the aim of writing an incident report is to identify the hazards, enforce the culture of quality and safety, reduce the frequency of the incident, and prompt incident reporting is huge savings for the company.

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2. Record Keeping Procedures

- 2.1. The review of an incident shall be documented on the official incident reporting form and shall include identifying trends or patterns and corrective action if needed.
- 2.2. Incident reports shall be maintained in the employee's 201 File. The record shall be uniform and legible.

References

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KEY TASKS	PERSON RESPONSIBLE
<i>Steps of incident reporting</i>	
1. Describes the incident's details specially if there are any injuries or damages caused.	All employees
2. Records the names of the personnel involved and their work titles, shift schedules, and any pertinent information.	
3. Includes the names of the employees or personnel who were present or has witnessed the incident.	
4. Confirms that the information in the incident report is accurate and unquestionable.	
5. Identifies the hazards and enforces the culture of quality and safety to reduce the frequency of the incident.	
6. Ensures incident reports shall be treated with utmost confidentiality and or Privacy.	

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KEY TASKS	PERSON RESPONSIBLE
<i>Record Keeping Procedure</i>	
1. documents the incident in the official incident reporting form and includes identifying trends or patterns and corrective action.	Total Quality Division
2. Incidents reports shall be maintained in the employee's 201 File.	HRD Personnel

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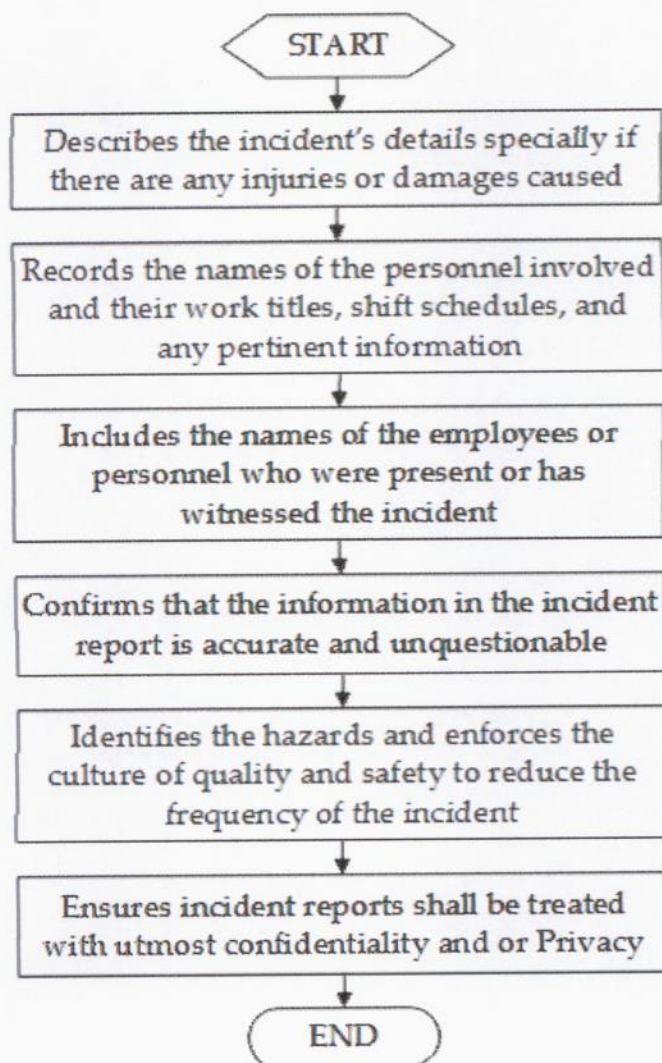
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FLOWCHART

Steps of incident reporting





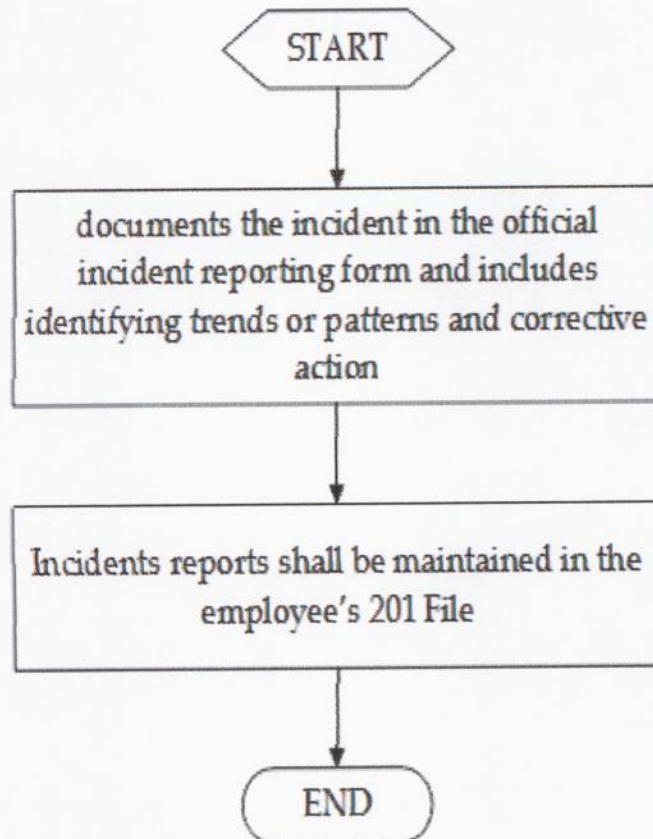
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FLOWCHART

Record Keeping Procedure



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PURPOSE:

To ensure that all incidents are reported, addressed/managed, and corrected through creation or revision of a policy.

LEVEL:

All employees

DEFINITION OF TERMS:

Incident – broadly defined as any event or accident that leads to personnel injury or damage to equipment or property.

Clinical Incidents – a clinical incident is an unpleasant and unplanned event that causes or can cause physical harm to a patient. These incidents are harmful in nature; they can severely harm a person or damage the property.

Near Miss Incidents – Sometimes an error/unsafe condition is caught before it reaches the patient. Such incidents are called “near-miss” incidents. However, the problem might have diffused before the severe harm, but it is still essential to report near-miss incidents.

Non-clinical incidents – include events, incidents, and near-misses related to a failure or breach of Environment, Health, & Safety, regardless of who is injured or involved

For example—Misplaced documentation or documents were interchanged between patient files

A security mishap at a facility.