Occurrence Reporting
Understanding the Basics

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Associate Objectives

- Define a patient (or visitor) safety event
- Assume accountability in the prevention and documentation of patient (visitor) safety events
- Learn the steps in the reporting process
- Understand the role of the Clinical Risk Manager
- Find access to Legal for ethical issues, legal questions or concerns
- Access the Occurrence Report Form from MOLLI

What exactly is a “Safety Event”?

- Any event that is not consistent with the desired operations of the facility or care of the patient.

  …like an unexpected adverse reaction to medication…

- Any “Unusual Occurrence” includes: unexpected outcome or unexpected need for intervention.

  …like an unexpected slip/fall by a patient or visitor…

- Near Miss Events: something that had the potential to cause harm but was prevented by an Associate

All should be reported.

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Who Should Report Patient Safety Events?

- ***All*** Associates are responsible for reporting events that affect the safety and well-being of our patients and visitors. MLH encourages event reporting and speaking up for safety concerns.

- We use these reports to identify opportunities for improvement. By understanding the kinds of events that occur in our facilities, we can develop and implement ways to prevent them.

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What Does the Associate Need to Do?

- Notify leaders of a serious incident! 
- Document the event in Safeguard 

  - Do NOT refer to the Safeguard event in the medical record. Safeguard reports are protected by law and non-discoverable.
- Preserve any evidence 
- Maintain confidentiality 

- Cooperate with in-house investigations by Risk Management staff
- Do not discuss the occurrence with others without permission from Risk Management 
- Notify Risk Management of any attempted communication by outside legal counsel or patient/family requests for information about the occurrence 

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What is the Role of Clinical Risk Management?

Risk Management is the safety net created when Associates reach out to help protect the health and well being of patients and others in the healthcare facility

Clinical Risk Managers perform the following duties:

- assign tasks in Safeguard to obtain comprehensive documentation of an event
- determine when an event is complete and ready for closure
- determine potential legal exposure and work with Claims regarding payment or compensation
- notify key leaders for significant events
- provide input regarding any related regulatory or accreditation implications
- coordinate disclosure actions
- coordinate root cause analysis (RCA) actions to identify opportunities to moderate risk or improve care and service
- analyze and provide trends related to event reporting and event natures to leadership

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Who is Included Under the Risk Management Umbrella?

- Worker's Compensation
- Attorneys
- Claims Department
- Safety Department
- Clinical Risk Management

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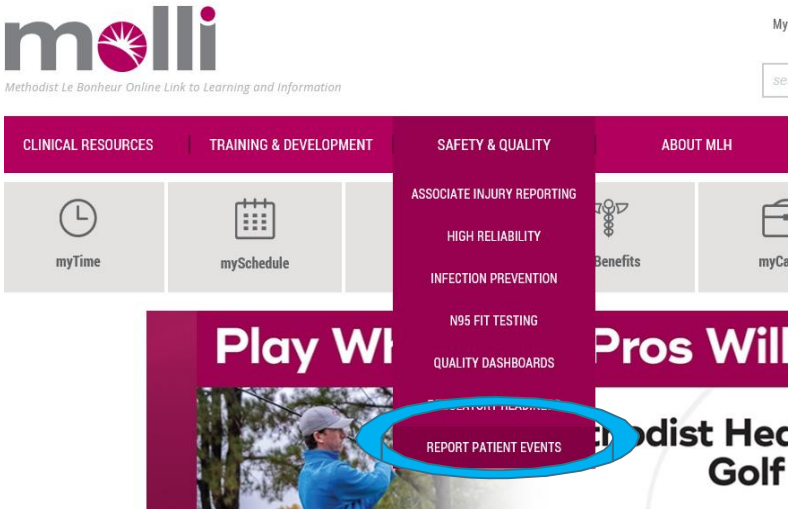
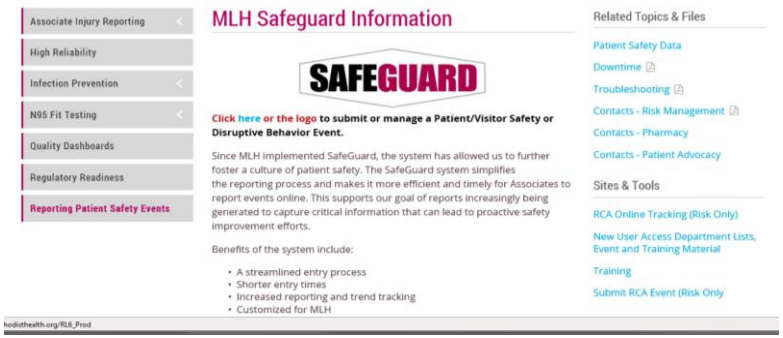
Accessing Safeguard from MOLLI Home Page

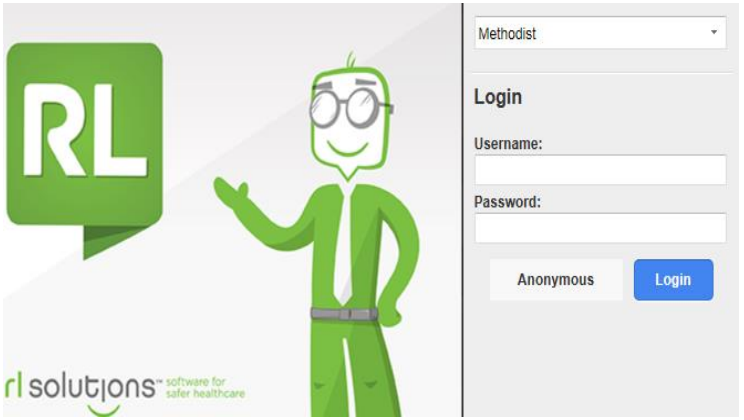
1. **Select Report Patient Events under Safety & Quality**



2. **Click the "Safeguard" icon.**



3. **Enter your network ID and password and click the blue "Login." button**



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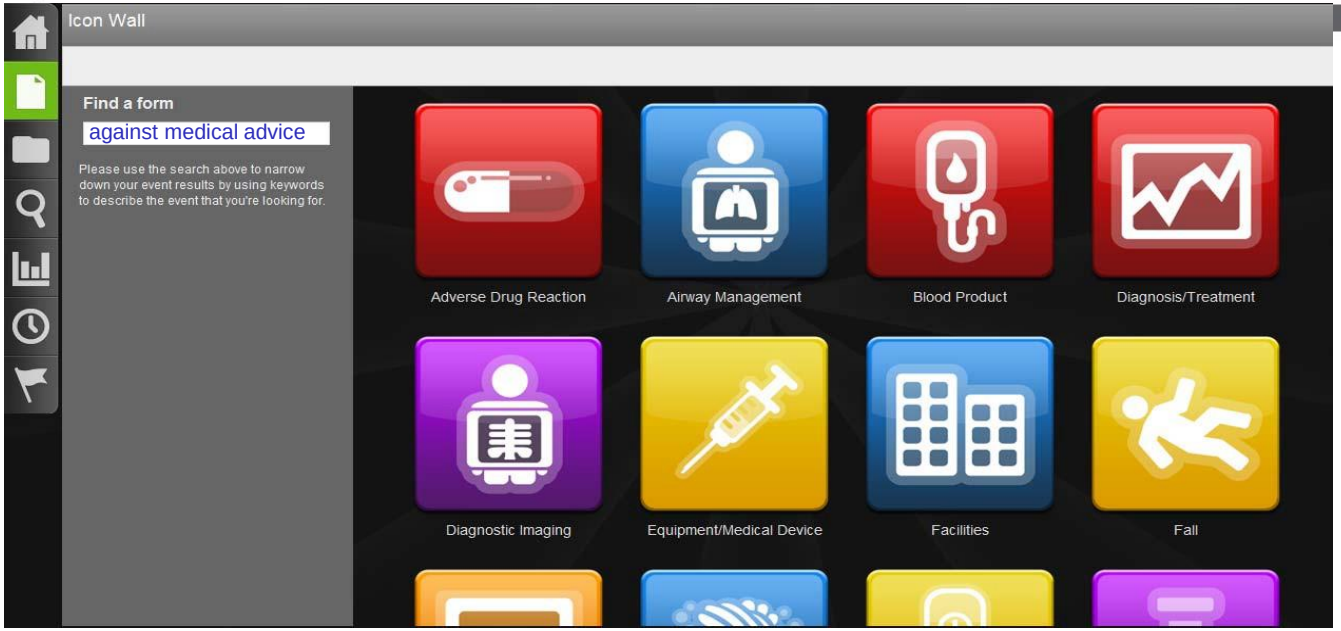
Documenting the Event



- Select the correct type of event by clicking on the icon that matches the event you are reporting. For example, if something occurred due to an equipment malfunction, select “Equipment/Medical Device”. This opens up the form for that type of event.
- If you can’t find an icon that seems to be what you are looking for, type a key word in the Search field. Example: against medical advice. This will narrow the icon selection.

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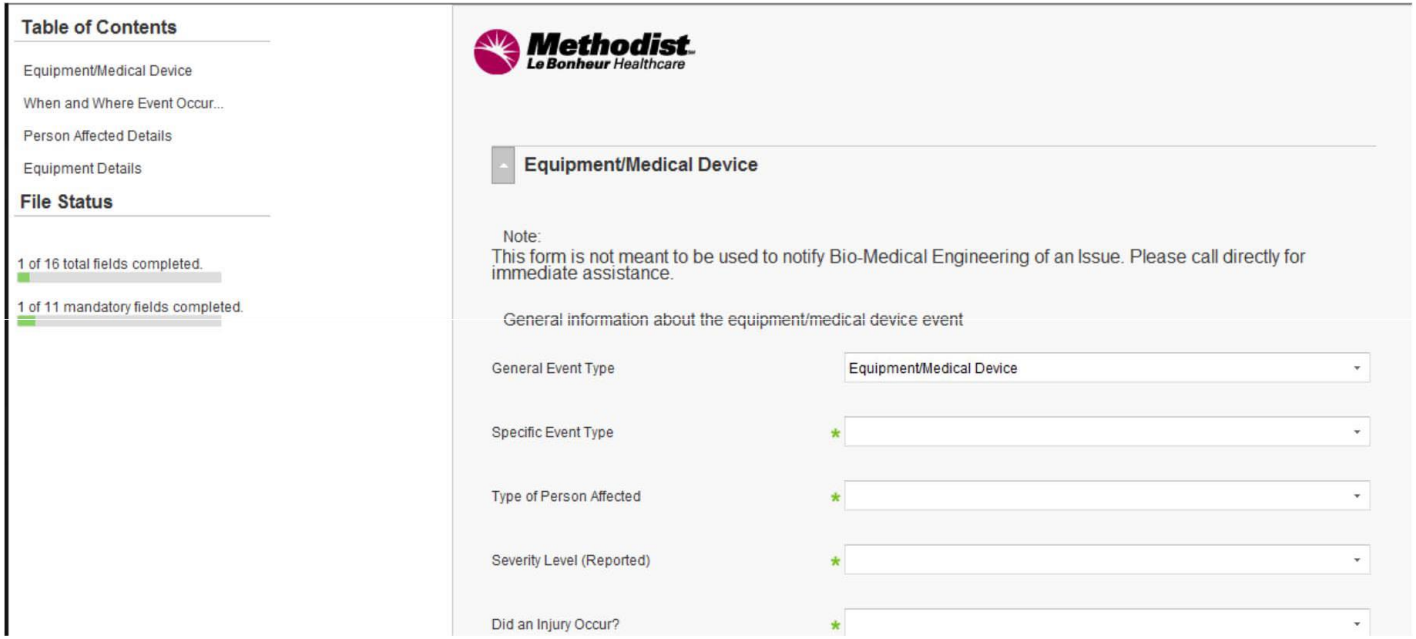
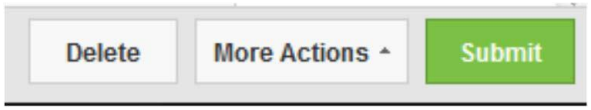
Documenting the Event



- Complete the fields in the Occurrence Form. All fields with an asterisk are required fields.
- Once you have finished completing all of the required fields, simply click on the green submit button at the bottom right hand of the page and you're done!



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Occurrence Reporting is Key to Patient Safety!

- First and foremost – Take care of the patient or visitor!
- Read the “Occurrence Reporting” policy in the Clinical Standardization site (RSK-PPP-001)
- Document occurrences in Safeguard
- Be factual when documenting the occurrence
- Be thorough when documenting the details
- Notify your leader when events occur
- Maintain confidentiality

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