

TITLE: Reporting of Unusual Occurrences Involving Nonpatients**Page 1 of 2****Policy Number: ADM 3.08.1 Operations****Dept: Administration**

PURPOSE:

To assure that all non-patient incidents that occur in or around the hospital and any of its facilities and properties are reported and documented.

POLICY:

Any occurrence that either did or could directly result in harm to a non-patient on the premises shall be reported in the incident reporting system (VOICE).

IMPLEMENTATION:

The VOICE report is to be initiated by the employee observing, discovering or responding to the unusual occurrence. The documentation should be an objective account of the occurrence stating only the facts. The report should not contain an analysis of cause or attribution of fault.

Employees and staff are cautioned against committing the hospital to liability through their acts or statements in the presence of patients, visitors, or others at any time.

- Do not tell the visitor or family that medical costs i.e. Emergency Room visit will be paid by Mercy Medical Center. Charges will be filed with the person's insurance as any other visit.
- Do not state that Mercy Medical Center was responsible for the incident.

In case of personal injury to a visitor on hospital property, an employee shall offer to escort or transport the visitor to the Emergency Room. If the visitor refuses this service, refusal must be documented on the report.

In case of theft, disturbance, or solicitation, the Security Department shall be notified immediately through the hospital operator; Security staff will investigate and make the report.

The employees shall send the Incident Report to the Risk Manager. If the incident has extreme circumstances, the Risk Manager shall be notified by telephone.

When indicated, Security Department shall be asked to take photos of area where incident occurred.

Risk Manager will conduct a follow-up investigation of incidents and shall document efforts to identify and analyze the circumstances surrounding the incident and to develop and implement appropriate measures to improve circumstances contributing to the incident.

Risk Manager will follow up with the visitor as necessary.

Printed copies are for reference only. Please refer to electronic copy for the latest version.

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Risk Manager will keep statistical data of incidents for analysis purposes.