

Date : 29/11/2024
Ref No. : PND/SA/SV/24/UAE-70

Confidential

Via email

To: Daman Contracted Providers

Subject: Support to Members of the People of Determination (POD)

Dear Valued Providers,

Greetings from Daman.

In alignment with the Government's strategy and commitment in supporting People of Determination (POD) by addressing their medical care needs, Daman remains dedicated to upholding the highest standards of care and providing the best customer experience.

We encourage healthcare providers to take all necessary steps to ensure a seamless patient journey, minimizing any delays or inconveniences for both patients and their families.

We are also requesting that you kindly attach a copy of POD card, when available, when submitting pre-authorization requests for Members of People of Determination (POD).

For clarification on the circular, you may log your query via Provider Services
<https://Openjet.inhealth.ae>.

Best regards,



Mr. Saif Altamimi

Vice President, Provider Network

on behalf of Dr. Abdalqader Alshawi

Senior Vice President, Provider Network

National Health Insurance Company – Daman PJSC

Attachment(s)

- Filename (1)

Tel: +971 2 6149555 Fax: +971 2 6149776
PO Box: 128888 Abu Dhabi, United Arab Emirates



هاتف: +٩٧١ ٢ ٦١٤٩٥٥٥ فاكس: +٩٧١ ٢ ٦١٤٩٧٧٦
ص.ب: ١٢٨٨٨٨ أبوظبي، الإمارات العربية المتحدة

الشركة الوطنية للضمان الصحي - ضمان (ش.م.ع)، شركة خاضعة لأحكام القانون الاتحادي رقم (٦) لسنة ٢٠٠٧ ومقيدة في سجل شركات التأمين تحت رقم (٧٣) بتاريخ ٢٠٠٦/١٢، رأس المال المدفوع ٢٥٠,٠٠٠,٠٠٠ درهم.
National Health Insurance Company – Daman (PJSC) is a company subject to Federal Law No. (6) of 2007, with Registration Number (73) dated 12/06/2006 in the Insurance Companies' Register and with Paid Up Capital AED 250,000,000.

ISO 9001:2015 Quality Management System	ISO 22301:2019 Business Continuity Management System	ISO/IEC 20000:2018 IT Service Management System	ISO/IEC 27001:2013 Information Security Management System
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C E R T I F I E D

Date : 11/02/2025
Ref No. : PND/AA/SV/25/UAE-07

Confidential

Via email

To: Daman Abu Dhabi Non-SEHA Contracted Providers

Subject: Notification of Updates in Private Provider Manual (AUH Providers)

Dear Valued Providers,

Greetings from Daman.

In accordance with our ongoing commitment to ensure the accuracy of our document, kindly be informed that we have updated the Private Provider Manual for Abu Dhabi providers, to incorporate all technical, operational, contractual, and regulatory changes according to the SPC Terms.

The changes include the following:

- Update on payment terms from 45 days to 30 days
- Introduction of Roving Doctor by Authorization Department
- Addition of details on Daman Drug Formulary applicable to Network Pharmacies
- Information on how to submit off label using Daman Off Label Platform
- Minor details change on other topics within the manual

Updated manual shall be effective 30 days from the date of receipt of this circular and will be published in Daman Provider Services under Circulars and Resources:

- Click Search Circulars and Resources
- Type: Provider Manual

For clarification on the circular, you may log your query via Provider Services <https://Openjet.inhealth.ae>.

Best regards,



Dr. Abdalqader Alshawi

Senior Vice President

Provider Network

National Health Insurance Company – Daman PJSC

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ص.ب: ١٢٨٨٨٨ أبوظبي، الإمارات العربية المتحدة

الشركة الوطنية للضمان الصحي - ضمان (ش.م.ع)، شركة خاضعة لأحكام القانون الاتحادي رقم (٦) لسنة ٢٠٠٧ ومقيدة في سجل شركات التأمين تحت رقم (٧٣) بتاريخ ٢٠٠٦/٧/١٢، رأس المال المدفوع ٢٥٠,٠٠٠,٠٠٠ درهم.
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ISO 9001:2015 Quality Management System	ISO 22301:2019 Business Continuity Management System	ISO/IEC 20000:2018 IT Service Management System	ISO/IEC 27001:2013 Information Security Management System
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C E R T I F I E D

Date : 19/05/2025
Ref No. : PND/AA/AC/25/UAE-66
Confidential

Via email

To: Daman Contracted Providers

Subject: Defense Health Organization (MSC) Plan Extension

Dear Valued Provider,

Greetings from Daman!

Reference to the above-mentioned subject, we hereby would like to inform you that we have extended our collaboration with the Defense health organization (MSC) plan for one month. Subsequently, the MSC policy is extended until June 14th, 2025.

Accordingly, you are kindly requested to perform eligibility checks prior to receiving members at your facility or seeking approvals for medical services.

In instances where you encounter an expired approval, but the member still undergoes the same diagnosis related services, you are kindly required to send a request to Daman for re-approval to seek a renewed ATC or a revised pre-approval for e-authorization submissions. Failure to seek a revised pre- approval letter will lead to rejection at claims level.

In the event you have encountered a rejected or expired service; please ensure that members are sent back to The Armed Forces committee for pursual of any additional medical need.

For clarification on the circular, you may email us at MSC@damanhealth.ae

Best regards,



Dr. Abdalqader Alshawhi
Senior Vice President
Provider Network
National Health Insurance Company – Daman PJSC

Attachment(s)

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ص.ب: ١٢٨٨٨٨ أبوظبي، الإمارات العربية المتحدة

الشركة الوطنية للضمان الصحي - ضمان (ش.م.ع)، شركة خاضعة لأحكام القانون الاتحادي رقم (٦) لسنة ٢٠٠٧ ومقيدة في سجل شركات التأمين تحت رقم (٧٣) بتاريخ ٢٠٠٦/٧/١٢، رأس المال المدفوع ٢٥٠,٠٠٠,٠٠٠ درهم.
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C E R T I F I E D

تعميم رقم (13 / 2025) Circular No.

Date: 10/02/2025

التاريخ: 10/02/2025

To: All Healthcare & Pharmaceutical Facilities

إلى: : جميع منشآت الرعاية الصحية والصيدلانية

Subject: Tawteen Initiative and Health Workforce Sustainability 2025

الموضوع: مبادرة التوطين واستدامة القوى العاملة الصحية 2025

Greetings,

تحية طيبة وبعد،

We would like to express our sincere gratitude to the healthcare facilities that have achieved outstanding results in achieving their Tawteen targets in the previous years.

بدايةً، نتقدم بالشكر والتقدير للمنشآت الصحية التي حققت نتائج استثنائية في تحقيق مستهدفات التوطين في الأعوام السابقة.

In line with the DoH ongoing commitment to providing the healthcare sector with highly qualified and competent national talents, aiming to sustain Emiratization efforts in the healthcare sector in line with Abu Dhabi strategy, we require your continued cooperation in achieving the targets set for the upcoming 2025 phase.

وفي إطار التزام دائرة الصحة بتزويد قطاع الرعاية الصحية بالقوى الوطنية العاملة التي تتمتع بالكفاءة والخبرة، وضمان استدامة التوطين في القطاع الصحي بما يتماشى مع استراتيجية إمارة أبوظبي، فإننا نطلب تعاونكم معنا لتحقيق مستهدفات المرحلة القادمة في 2025.

Further to circulars No. 2024/183 - 210/2024 - 27/2024 -107/2023 -148/2023, DOH urges all healthcare & pharmaceutical facilities to adhere to the following points:

وعطفاً على التعميمات رقم: 2024/27- 2024/210 - 2024/183، تهابب دائرة الصحة كافة منشآت الرعاية الصحية والصيدلانية بضرورة التقيد بما يلي:

1. Must maintain retention rate of Emirati workforce and ensure the sustainability and continuity of the Emirati employment process throughout the year. Any decrease in numbers will be monitored through the system and the necessary actions will be taken in accordance with the updated disciplinary regulation for the Healthcare Sector in the Emirate of Abu Dhabi.

1. المحافظة على معدلات التوظيف واستبقاء المواطنين وضمان استدامة واستمرارية وتيرة توظيف المواطنين على مدار العام، حيث سيتم مراقبة أي تراجع في الأعداد من خلال النظام واتخاذ الإجراءات اللازمة وذلك حسب اللائحة التأديبية المحدثة للقطاع الصحي في إمارة أبوظبي.



2. Track, and download the updated electronic Tawteen report for healthcare & pharmaceutical facilities on the "TAMM" platform, which shows:
 - The total number of licensed healthcare professionals employed at the facility up to the present date.
 - The facility's current progress towards meeting Tawteen targets.
3. In accordance with the above-mentioned circulars issued by DoH, all stipulated measures against healthcare facilities that fail to meet Tawteen targets will be enforced, including exclusion from the **'Thiqa' and basic network**.
4. All facilities must continuously upload and update the data of their administrative staff in the "TAMM" platform as previously circulated.

2. تتبع وتحميل تقرير التوطين الإلكتروني المحدث للمنشآت الصحية والصيدلانية على نظام "تم" والذي يوضح:
 - عدد الكوادر المرخصة على المنشأة حتى تاريخه.
 - الوضع الحالي للمنشأة فيما يختص بتحقيق مستهدفات التوطين.
3. سيتم بموجب تعاميم الدائرة المذكورة أعلاه، تطبيق جميع الإجراءات المنصوص عليها بحق المنشآت المخالفة لمستهدفات التوطين، بما في ذلك إخراجها من شبكة الضمان الصحي **"(الأساسي) وثقة"**.
4. على جميع المنشآت تحميل وتحديث بيانات الكوادر الإدارية التابعة لها في نظام "تم" بشكل مستمر كما تم تعميمه مسبقاً.

Tawteen Targets for 2025:

مستهدفات التوطين لسنة 2025 :

In alignment with the objectives of the Ministry of Human Resources and Emiratization, the Tawteen targets for 2025 have been identified and incorporate Healthcare Facilities listed under "Thiqa and basic" network and others. Furthermore, these targets have been divided into two phases.

تماشياً مع قرارات وزارة الموارد البشرية والتوطين، تم اعتماد مستهدفات التوطين للعام 2025، والتي تشمل المنشآت المدرجة في شبكة الضمان الصحي **"الأساسي وثقة"** وغيرها، وقد تم تقسيم هذه المستهدفات إلى مرحلتين:

1. Phase One (until June 30, 2025): The extent to which Healthcare Facilities comply with the specified targets for the first half of the year will be evaluated, and an electronic notification will be sent via email to all Healthcare Facilities that have not met these targets.
2. Phase Two (July 1, 2025, to December 31, 2025): Healthcare Facilities that fail to meet the targets by the end of the year will be

1. المرحلة الأولى (حتى 30 يونيو 2025): سيتم تقييم مدى التزام المنشآت بالمستهدفات المحددة للنصف الأول من العام، وسيتم إرسال تذكير عبر البريد الإلكتروني إلى جميع المنشآت التي لم تستوف هذه المستهدفات.

2. المرحلة الثانية (من 1 يوليو 2025 حتى 31 ديسمبر 2025): سيتم فرض غرامة مالية على المنشآت التي لم تستوف

subject to fines. Additionally, these Healthcare Facilities will be excluded from "Thiqa and basic" network in accordance with the decisions and regulation of DoH.

المستهدفات حتى نهاية العام. بالإضافة إلى إخراجها من شبكة الضمان الصحي "الأساسي وثقة" وفقاً لقرارات ولوائح دائرة الصحة.

Note: Healthcare facilities in labor cities (Camps) are not subject to the Tawteen targets set by the Department of Health. However, they are subject to the Emiratization laws and regulations of the Ministry of Human Resources and Emiratization.

ملاحظة: لا تخضع المنشآت الصحية في المدن العمالية لمستهدفات التوطين التي حددتها دائرة الصحة، بل تخضع للقوانين الموضوعية المتعلقة بالتوطين من قبل وزارة الموارد البشرية والتوطين.

All healthcare facilities must maintain the number of administrative workforce and licensed healthcare workforce who were employed before January 1, 2025.

وعلى جميع المنشآت المحافظة على أعداد القوى العاملة الإدارية والقوى العاملة الصحية المرخصة التي تم تعيينها قبل تاريخ 2025/1/1.

1. Abu Dhabi and Al Dhafra Regions:

It has been decided to continue working towards the Tawteen targets as announced in 2024, with a 1% increase for licensed healthcare workforce and a 2% increase for administrative workforce for licensed healthcare facilities in the Abu Dhabi and Al Dhafra regions, as detailed below:

1. منطقة أبوظبي ومنطقة الظفرة:

تقرر استكمال العمل بمستهدفات التوطين كما أعلن في 2024 بزيادة 1% للقوى العاملة الصحية المرخصة و2% للقوى العاملة الإدارية وذلك للمنشآت الصحية المرخصة في منطقة أبوظبي والظفرة كما هو موضح أدناه:

الحد الأدنى المستهدف لتوظيف المواطنين الكوادر الصحية المرخصة Minimum No. of Licensed Nationals to hire	عدد الكوادر الصحية المرخصة No. of Licensed Healthcare Workforce	نوع المنشأة Facility type
مواطن واحد One National	10 فأكثر 10 and more	مراكز الخصيب - IVF Centers الصيدليات - Pharmacies
مواطن واحد One National	5 فأكثر 5 and more	العيادات المدرسية - School Clinics
مواطن واحد One National	من 20 إلى 100 From 20 to 100	جميع المنشآت الصحية المرخصة All Licensed Health Facilities
مواطنان Two Nationals	من 101 إلى 200 From 101 to 200	جميع المنشآت الصحية المرخصة All Licensed Health Facilities
مواطن واحد لكل 100 مرخص صحي أو جزء من ال 100 One National for every 100 Licensed Workforce or part whereof	من 201 فأكثر From 201 and above	جميع المنشآت الصحية المرخصة All Licensed Health Facilities



2. Al Ain Region - Healthcare Facilities Included in "Thiqa" Network:

2. منطقة العين - المنشآت المدرجة في شبكة "ثقة":

It has been decided to update the Tawteen targets for 2025 for all healthcare facilities included in "Thiqa" network in the Al Ain region, regardless of the type of facility or the size of the licensed healthcare workforce, with a 2% increase for the licensed healthcare workforce and a 4% increase for the administrative workforce, as detailed below:

تقرر تحديث مستهدفات التوظيف لعام 2025 لجميع المنشآت المدرجة في شبكة "ثقة" في منطقة العين، بغض النظر عن نوع المنشأة أو حجم الكادر الصحي المرخص بها، ويشمل ذلك زيادة 2% للقوى العاملة الصحية و4% للقوى العاملة الإدارية، كما هو مبين أدناه:

الحد الأدنى المستهدف لتوظيف المواطنين الكوادر الصحية المرخصة Minimum No. of Licensed Nationals to hire	عدد الكوادر الصحية المرخصة No. of Licensed Healthcare Workforce	نوع المنشأة Facility type
مواطن واحد One National	من 1 إلى 50 From 1 to 50	جميع المنشآت الصحية المرخصة All Licensed Health Facilities
مواطنان Two Nationals	من 51 إلى 100 From 51 to 100	جميع المنشآت الصحية المرخصة All Licensed Health Facilities
3 مواطنين Three Nationals	من 101 إلى 150 From 101 to 150	جميع المنشآت الصحية المرخصة All Licensed Health Facilities
مواطنان لكل 100 مرخص صحي أو جزء من ال 100 Two Nationals for every 100 Licensed Workforce or part whereof	من 151 فأكثر From 201 and above	جميع المنشآت الصحية المرخصة All Licensed Health Facilities

3. Al Ain Region - healthcare facilities Not Included in the "Thiqa" Network:

3. منطقة العين - المنشآت غير المدرجة في شبكة "ثقة":

It has been decided to continue working towards achieving the targets as announced in 2024 for healthcare facilities not included in "Thiqa" network, with a 1% increase for the licensed healthcare workforce and a 2% increase for the administrative workforce, as detailed below:

تقرر استكمال العمل على تحقيق المستهدفات كما أعلن في 2024 للمنشآت غير المدرجة في شبكة "ثقة" بزيادة 1% للقوى العاملة الصحية المرخصة و2% للقوى العاملة الإدارية، كما هو مبين أدناه:

الحد الأدنى المستهدف لتوظيف المواطنين الكوادر الصحية المرخصة Minimum No. of Licensed Nationals to hire	عدد الكوادر الصحية المرخصة No. of Licensed Healthcare Workforce	نوع المنشأة Facility type
مواطن واحد One National	10 فأكثر 10 and more	مراكز التخصيب - IVF Centers الصيدليات - Pharmacies
مواطن واحد One National	5 فأكثر 5 and more	العيادات المدرسية - School Clinics
مواطن واحد One National	من 20 إلى 100 From 20 to 100	جميع المنشآت الصحية المرخصة All Licensed Health Facilities
مواطنان Two Nationals	من 101 إلى 200 From 101 to 200	جميع المنشآت الصحية المرخصة All Licensed Health Facilities
مواطن واحد لكل 100 مرخص صحي أو جزء من ال 100 One National for every 100 Licensed Workforce or part whereof	من 201 فأكثر From 201 and above	جميع المنشآت الصحية المرخصة All Licensed Health Facilities

Accordingly, we look forward to your cooperation in achieving our stated goals.

وعليه، فإننا نتطلع إلى تعاونكم لتحقيق الأهداف المعلنة.

For coordination in this regard, please contact:

وللتسيق بهذا الشأن يرجى التواصل عبر البريد الإلكتروني مع:

- ❖ DOH Healthcare Facilities Sector via email: hcps@doh.gov.ae
- ❖ Healthcare Workforce Sector via email: tawteen@doh.gov.ae
- ❖ Healthcare Payers Sector via email: HealthSystemFinancing@doh.gov.ae

- ❖ قطاع المنشآت الصحية: hcps@doh.gov.ae
- ❖ قطاع القوى العاملة الصحية: tawteen@doh.gov.ae
- ❖ قطاع مزودي تمويل الرعاية الصحية: HealthSystemFinancing@doh.gov.ae

For more information regarding the Tawteen initiative, please visit the following page: Tawteen | Department of Health Abu Dhabi

ولمزيد من المعلومات بشأن مبادرة التوطن، يرجى زيارة الموقع التالي: Tawteen | Department of Health Abu Dhabi

We hope that all will adhere to the above for the best interest of the health sector in the Emirate.

أملين من الجميع الالتزام بما ورد أعلاه لما فيه مصلحة القطاع الصحي في الإمارة.

Thank you for your cooperation,

شاكرين لكم حسن تعاونكم معنا.

"This circular is designed for regulatory procedures and should not be used as content for media publication."

"هذا التعميم للإجراءات التنظيمية وغير مخصص كمحتوى للنشر الإعلامي"



د. نورة خميس الغيثي

وكيل دائرة الصحة



تعميم رقم (15 / 2025) Circular No.

Date: 14/02/2025

التاريخ: 14/02/2025

To: Human Resources Managers

(Ministries/Departments/Institutions/Authorities/Government Companies/Semi-Governmental Companies (Federal/Local) and Private Sector Companies

Health Insurance Companies

(Licensed by DoH to operate in the field of health insurance)

Third Party Administrators (TPAs)

(Licensed by DoH to operate in the field of health insurance)

Healthcare Services Providers

(Licensed by DoH to operate in the field of health insurance)

إلى: السادة/ مدراء الموارد البشرية

(الوزارات/الدوائر/المؤسسات/الهيئات/الشركات الحكومية/الشركات شبه الحكومية/اتحادية/محلية) وشركات القطاع الخاص).

السادة/شركات الضمان الصحي

(المُرخص لها من قبل دائرة الصحة للعمل في مجال الضمان الصحي)

السادة: شركات إدارة مطالبات الضمان الصحي

(المُرخص لها من قبل دائرة الصحة للعمل في مجال الضمان الصحي)

السادة/ مقدمي خدمات العلاج الطبي

(المُرخص لهم من قبل دائرة الصحة للعمل في مجال الضمان الصحي).

Subject: Subscription to Health Insurance to Cover Pregnancy and Childbirth Services

الموضوع: الاشتراك في الضمان الصحي لتغطية خدمات الحمل والولادة

We extend our greetings and best wishes for your continued success.

بدايةً، يسرنا أن نتقدم لكم بخالص التحية والتقدير متمنين لكم دوام التوفيق والسداد.

With reference to the above subject, and pursuant to Law No. 23 of 2005 regarding Health Insurance in the Emirate of Abu Dhabi, its implementing regulations and other resolutions in execution thereof, the following provisions shall apply:

بالإشارة الى الموضوع أعلاه، وعملاً بأحكام القانون رقم 23 لسنة 2005 بشأن الضمان الصحي في إمارة أبوظبي ولائحته التنفيذية والقرارات الأخرى المنفذة له، تطبق الأحكام التالية:

Obligations of the Obligated Party to provide health insurance (employer or head of household):

التزامات الطرف الملزم بتوفير الضمان الصحي (صاحب العمل أو رب الأسرة):

1. Based on Article No. (5) of Law No. 23 of 2005, employers shall provide health insurance coverage for all its employees/workers and their family members including an employee's/worker's wife and their three children under 18 years of age. Every Obligated Party should provide health insurance coverage for those under their obligations who are not covered by the employers.

1. استناداً لنص المادة رقم (5) من القانون رقم 23 لسنة 2005، يلتزم صاحب العمل بالاشتراك في برنامج الضمان الصحي عن جميع العاملين لديه وأفراد أسرهم بما في ذلك زوجة الموظف أو العامل وثلاثة من أبنائه ممن لم يبلغوا سن الثامنة عشرة. كما يجب على الملزم بالاشتراك في برنامج الضمان الصحي للمسؤول عنهم ممن لا يشملهم الاشتراك من قبل جهات العمل.

2. In application of this, employers shall provide health insurance coverage including pregnancy and childbirth for females who fall within their obligations (as listed in clause 1 above) upon subscription, renewal or immediately upon a change in marital status.

2. وتطبيقاً لذلك، يتوجب على جهات العمل توفير تغطية الضمان الصحي بما في ذلك تغطية خدمات الحمل والولادة للسيدات لمن يقعن ضمن مسؤولياتهم (طبقاً للبند رقم 1 أعلاه) عند الاشتراك أو التجديد أو فور تغير الحالة الاجتماعية.

3. Otherwise, the head of household should provide health insurance coverage including pregnancy and childbirth for those who fall under their responsibility and do not fall within the scope of responsibility of the employers.
4. The health insurance policy provided by the party obliged to provide health insurance must cover the basic medical treatment services listed in Schedule (1) attached to the implementation regulations of the law as a minimum, provided that it includes the following pregnancy and childbirth services:
 - Examination, diagnosis and treatment services for gynecology and pregnancy in centers and clinics.
 - Hospital accommodation services for childbirth of all types, taking into consideration Periodical No. 11 of 2007 regarding the waiting period for hospitalization for high-cost diseases.
5. The Obligated Party who provides health insurance coverage shall bear the cost of the health insurance premium for pregnancy and childbirth coverage and may not recover any part of their obligation percentage of the basic health insurance policy premium from the insured.
6. In the event that the Obligated Party who provides health insurance coverage violates the provisions of the insurance policy or provides incorrect information to the health insurance company, which result in the insured not being subscribed for pregnancy and childbirth services, the provisions of Section (20) of the law shall apply as follows:
 - The Obligated Party, who provides health insurance, shall bear the insurance premium for pregnancy and childbirth throughout the period during which legislation obligates him to provide coverage, from the date of inclusion of the insured or from the date of marriage whichever occurs first.
 - The Obligated Party who provides health insurance shall pay the cost of health services for pregnancy and childbirth provided for a married woman prior to the enrolment in insurance, according to the prices of medical treatment services set for non-insured person.
 - The Obligated Party who provides health insurance shall bear the administrative fine as a result of the failure to comply with their legal obligations towards the insured they are obligated to provide health insurance to, in

3. بخلاف ذلك، يتوجب على رب الأسرة توفير تغطية الضمان الصحي بما في ذلك تغطية خدمات الحمل والولادة لمن يقعن ضمن مسؤولياتهم ولا يقعن ضمن مسؤوليات صاحب العمل.

4. يجب أن تغطي وثيقة الضمان الصحي التي يقدمها الطرف الملزم بتوفير الضمان الصحي خدمات العلاج الطبي الأساسية المدرجة في الجدول (1) المرفق باللائحة التنفيذية للقانون كحد أدنى، على أن تشمل خدمات الحمل والولادة التالية:

- خدمات الفحص والتشخيص والعلاج لأمراض النساء والحمل في المراكز والعيادات.
- خدمات الإقامة في المستشفيات للولادة بكافة أنواعها، مع الأخذ بالاعتبار ما ورد بالكتاب الدوري رقم 11 للعام 2007 بخصوص فترة الانتظار عن التنويم للأمراض مرتفعة التكلفة.

5. يتحمل الطرف الملزم بالضمان الصحي الذي يوفر التغطية التأمينية قسط الضمان الصحي الخاص بخدمات الحمل والولادة ولا يجوز له استرداد أي جزء من نسبة التزامه عن قسط وثيقة الضمان الصحي الأساسية من المؤمن عليه.

6. في حالة إخلال الطرف الملزم بالضمان الصحي بأحكام وثيقة الضمان أو تقديمه بيانات غير صحيحة لشركة الضمان الصحي، ونتج عن ذلك عدم الاشتراك للمؤمن عليها في خدمات الحمل والولادة، تطبق أحكام المادة (20) من القانون وفق الإجراءات التالية:

- يتحمل الطرف الملزم بالضمان الصحي قسط الضمان للحمل والولادة طوال الفترة التي ألزمه التشريع بتوفير التغطية خلالها، وذلك من تاريخ إدراج المؤمن عليها في الضمان الصحي أو من تاريخ الزواج للمرأة المتزوجة أيهما يقع أولاً.
- يتحمل الطرف الملزم بالضمان الصحي سداد تكلفة الخدمات الصحية للحمل والولادة المقدمة للمرأة المتزوجة قبل الإدراج في الضمان الصحي، وفقاً لأسعار خدمات العلاج الطبي المقررة لغير المؤمن عليهم.

○ يتحمل الطرف الملزم بالضمان الصحي الغرامة الإدارية نتيجة عدم الالتزام بمسؤولياته القانونية تجاه المؤمن عليها والذي

accordance with the provisions of the above legislations.

- In any cases other than those listed above, the woman may request to add pregnancy and childbirth coverage for which they shall bear the premium of under the health insurance policy from the date of pregnancy.

Obligations of the health insurance company:

In the event a claim is presented, or a preapproval sought by any of the healthcare service providers due to the categories covered by pregnancy and childbirth coverage, for an insured who was subscribed for as unmarried, the insurance company must:

7. Amend the health insurance for the woman to include pregnancy and childbirth, provided that the coverage start date shall be from the date of the beneficiary enrolment in the health insurance or the date of marriage whichever first, and notify the Obligated Party to bear the premium for the amendment. The coverage start date shall be from the date of pregnancy for cases other than the above situations.

Contact Details:

Health System Financing Regulation Sector via email:
healthsystemfinancing@doh.gov.ae

We hope that all will adhere to the above, for the best interest of the health sector in the Emirate.

Thanking you for your kind cooperation,

"This circular is designed for regulatory procedures and should not be used as content for media publication".

بدوره يتوجب عليه توفير الضمان الصحي لها وفقا لأحكام التشريعات أعلاه.

- في غير الحالات المذكورة أعلاه، يحق للسيدة أن تطلب من شركة الضمان الصحي إضافة خدمات الحمل والولادة على أن تتحمل قيمة القسط المحدد في وثيقة الضمان الصحي الخاصة بصاحب العمل من تاريخ بداية الحمل.

التزامات شركة الضمان الصحي:

في حال تقديم مطالبة مالية أو طلب موافقة مسبقة من مقدمي الخدمات الصحية بسبب الحمل من الفئات المشمولة بتغطية الحمل والولادة والتي تم الاشتراك عنها بوصفها غير متزوجة، تلتزم شركة الضمان الصحي بالإجراءات التالية:

7. تعديل الضمان الصحي للمرأة ليشمل الحمل والولادة على أن يكون تاريخ بدء التغطية من تاريخ إدراج المستفيدة في الضمان الصحي أو من تاريخ الزواج أيهما أولاً، وإخطار الطرف الملزم بالضمان بالتعديلات ويكون تاريخ بدء التغطية من تاريخ الحمل للحالات الأخرى المذكورة أعلاه.

بيانات التواصل:

قطاع تنظيم تمويل النظام الصحي عبر البريد الإلكتروني:
healthsystemfinancing@doh.gov.ae

أملين من الجميع الالتزام بما ورد أعلاه لما فيه مصلحة القطاع الصحي في الإمارة.

شاكرين لكم حسن تعاونكم معنا،

"هذا التعميم للإجراءات التنظيمية وغير مخصص كمحتوى للنشر الإعلامي"

د. نورة خميس الغيثي

وكيل دائرة الصحة



تعميم رقم (19 / 2025) Circular No.

Date: 17/02/2025

التاريخ: 17/02/2025

To: All Healthcare Facilities

إلى: منشآت الرعاية الصحية

Subject: Mandatory Use of Abu Dhabi Patient Safety Taxonomy

الموضوع: الزامية استخدام تصنيف سلامة المرضى في أبوظبي

Greetings,

تحية طيبة وبعد ،،،

We extend our greetings and best wishes for your continued success.

يسرنا أن نتقدم إليكم بخالص التحية والتقدير متمنين لكم دوام التوفيق والسداد.

Following Circular No. 182/2024 regarding the mandatory implementation of an electronic reporting system for patient safety, including the mortality module, we would like to highlight that the classification of patient safety incidents has been standardized. The unified classification for reporting patient safety-related incidents, titled "Abu Dhabi Patient Safety Taxonomy" has been published on the DoH website.

بالإشارة إلى التعميم رقم 182/2024 بشأن إلزامية تطبيق نظام إلكتروني لتقارير حوادث سلامة المرضى شامل نموذج الوفيات، نود الإشارة إلى أنه قد تم توحيد تصنيف حوادث سلامة المرضى، ونشر التصنيف الموحد للإبلاغ عن الحوادث المتعلقة بسلامة المرضى بعنوان "تصنيف سلامة المرضى في أبوظبي" على موقع دائرة الصحة.

Therefore, all healthcare facilities are required to use and adhere to the classification of patient safety taxonomy as shown in the booklet attached to this circular, starting from April 2025.

وعليه، يجب على جميع منشآت الرعاية الصحية استخدام والامتثال لتصنيف حوادث سلامة المرضى الموضح في الكتيب المرفق مع هذا التعميم والالتزام به ابتداءً من شهر ابريل 2025.

For further inquiries, please contact via email: HCFSQPS@doh.gov.ae.

للمزيد من الاستفسارات، يرجى التواصل عبر البريد الإلكتروني HCFSQPS@doh.gov.ae.

We hope that all will adhere to the above, for the best interest of the health sector in the Emirate of Abu Dhabi.

أملين من الجميع الالتزام بما ورد أعلاه، لما فيه مصلحة القطاع الصحي في إمارة أبوظبي.

Thanking you for your kind cooperation.

شاكرين لكم حسن تعاونكم معنا.

This circular is for regulatory procedures and should not be used as content for media publication

هذا التعميم للإجراءات التنظيمية وغير مخصص كمحتوى للنشر الإعلامي



د. نورة خميس الغيثي
وكيل دائرة الصحة





دائرة الصحة
DEPARTMENT OF HEALTH



Abu Dhabi Patient Safety Taxonomy





Dear Colleagues,

Abu Dhabi stands as one of the most advanced global healthcare destinations, with patient safety at its core. I want to extend my heartfelt gratitude to all healthcare facilities across the sector that have contributed to the development of the DoH Abu Dhabi Patient Safety Taxonomy. Your unwavering commitment and collaboration are vital to our shared mission of delivering exceptional healthcare services that meet the highest standards of quality and patient satisfaction.

We have continuously worked together to strengthen our robust healthcare infrastructure, ensuring that all regulations, standards, and world-class best practices are implemented daily. The introduction of this taxonomy represents a significant advancement, enabling us to unify our approach to patient safety. By categorising medical events and standardising our practices, we can better understand and mitigate risks. This initiative will not only enhance our ability to analyse and report incidents but will also drive continuous improvement across our healthcare facilities.

The importance of this booklet cannot be overstated, it is an essential addition to our efforts towards ensuring the highest standards of care for our patients. Let us work together to promote a safer environment for them, guaranteeing that every individual will receive the exceptional care they deserve. I look forward to witnessing the widespread adoption of this taxonomy and the positive impact it will have on our sector.

Thank you once again for your dedication and commitment to our vision of excellence in patient safety.

Warm regards,

Dr. Fayeza Alyafei
Executive Director of Healthcare Quality Sector





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1. DOH Message

Patient safety is a top priority for the Department of Health (DOH) in Abu Dhabi, as demonstrated by the quality improvement projects and initiatives implemented across DOH facilities. To ensure that service safety is measurable and continuously enhanced, we are committed to unifying the key concepts and categories of patient safety events under a single taxonomy. This standardization will enable healthcare facilities in Abu Dhabi to compare and enhance patient safety practices. We believe that adopting the DOH Abu Dhabi patient safety taxonomy will promote transparency, foster a culture of patient safety, and encourage research in this critical field. We extend our gratitude to all the healthcare facilities that contributed to the development of the taxonomy and look forward to its widespread adoption and use among all healthcare facilities in Abu Dhabi to maximize its benefits.





2. Introduction and Executive Summary

A significant advancement in the patient safety movement is the establishment of a common language, or taxonomy, to categorize medical events. This taxonomy unites terminology with the science of classification, focusing on identifying and classifying errors in healthcare, understanding their causes, and exploring preventative measures to reduce their recurrence.

The conceptual framework is structured into the following five levels:

1. Affected Person

2. Category

3. Subcategory

4. Details

5. Level of Harm

This framework marks the beginning of a continuous effort to enhance the shared understanding of terms and concepts crucial to patient safety. It offers background information on the taxonomy structure and contents, alongside the methodology used to develop the conceptual framework. Furthermore, it includes common terminologies related to patient safety, complete with their definitions.

3. DOH Abu Dhabi Patient Safety Taxonomy

3.1. What is DOH Abu Dhabi Patient Safety Taxonomy?

DOH Abu Dhabi Patient Safety Taxonomy is a classification system that organizes a set of concepts through semantic relationships. This structure aids in organizing information for various purposes, including statistical analysis, descriptive studies, and evaluative research.

It is crucial to differentiate a classification from a reporting system, which offers an interface for users to collect, store, and retrieve data reliably and systematically, ultimately aiding in the development of Key Performance Indicators (KPIs).





3.2. Why the DOH Abu Dhabi Patient Safety Taxonomy?

The Abu Dhabi Patient Safety Classification aims to categorize patient safety information through standardized sets of concepts, defined terms, and established relationships. This classification is designed to genuinely reflect the core issues related to patient safety, enabling the effective description, comparison, measurement, monitoring, analysis, and interpretation of data to enhance patient care and related policies.

The objectives of establishing a standard DOH Abu Dhabi patient safety taxonomy are:

- To facilitate the development of reliable organization-based event reporting systems.
- To aid in setting priorities for patient safety and quality improvement initiatives.
- Supports research projects and facilitates the comparison of safety research findings.
- Enables components of the taxonomy to drive further investigative processes.
- Improves the internal and external comparison of safety data analysis and benchmarking within and across healthcare organizations.
- Supports the implementation of best practices in both clinical and non-clinical classifications, drawing from diverse regional experiences.
- Ensures interoperability of computer data systems that collect incident information for analysis, public reporting, and policymaking.





3.3. How to Implement Taxonomy in an Electronic System

When integrating an electronic system within your organization, you can streamline the process by uploading the taxonomy hierarchy directly into the system's database, thereby replicating the taxonomy's levels and structure within the system. This can be done effortlessly by exporting the taxonomy structure into an Excel sheet (accessible via the taxonomy website mentioned in this book) for easy upload. Utilizing a well-established taxonomy framework enhances user experience, particularly in reporting. This approach saves time and effort as it eliminates the need to develop a custom classification system, allowing you to begin capturing incident reports immediately.

3.4. Taxonomy Update Mechanism

- The DOH representative will communicate decisions to all stakeholders who provided feedback, ensuring a proper feedback loop closure.
- A task force meeting will occur quarterly to review and process all comments and feedback, detailing accepted inputs and reasons for any rejections.
- The task force members confirm that the current version of the taxonomy effectively covers most aspects of patient safety, however, they emphasize the importance of regular updates. As the task force will convene quarterly, they will discuss and approve potential improvements and enhancements to the taxonomy based on feedback received. Healthcare organizations are encouraged to submit their feedback to HCFSQPS@doh.gov.ae.





3.5. Taxonomy Implementation Plan

All healthcare sectors in Abu Dhabi will soon be encouraged to report aggregated data on Patient Safety and Incident Reporting using the established taxonomy.

The following timetable outlines the implementation plan:

Milestone	Completion Date
Taxonomy version 1.0 release	21st June 2024
Taxonomy version final version	17th Sep 2024
Communicate the taxonomy to all healthcare sectors in Abu Dhabi by DOH	1st October 2024
All Healthcare sectors to prepare their organizations to start capturing incidents using the Taxonomy coding	1st January 2025

4. Resources and Method

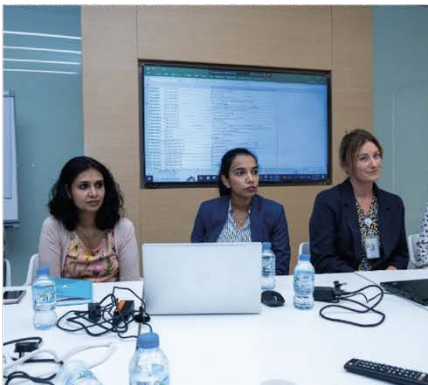
4.1. Task Force

- The task force consists of experts in patient safety, quality, health informatics, accreditation, medication safety, and occupational health and medicine.
- These members bring extensive experience from their organizations and significantly enhances the credibility of this taxonomy.
- The task force members will be recognized in the book's "Acknowledgement Section".





4.2. Workshop Photos





5. Patient Safety Terminologies

- **Incident:** An event or situation that could potentially or did actually result in harm, loss, or damage to individuals, property, the environment, or reputation.
- **Taxonomy:** A systematic classification for key concepts in patient safety. The Classification for Patient Safety aims to categorize information using standardized concepts with defined terms, preferred language, and relationships based on explicit domain ontology. This framework is designed to facilitate the description, comparison, measurement, monitoring, analysis, and interpretation of data to enhance patient care and support epidemiological and health policy planning.
- **Sentinel Event:** An unexpected adverse occurrence in a healthcare setting that results in death or serious physical or psychological harm to a patient, not due to the natural progression of their illness.
- **Medication Error:** A preventable incident that could result in inappropriate medication use or harm to a patient while the medication is under the control of healthcare professionals, patients, or consumers.
- **Adverse Drug Reaction:** A harmful or unintended response to a drug at doses typically used in humans for prevention, diagnosis, or treatment of disease, or for altering physiological functions.
- **Root Cause Analysis:** A thorough and systematic method using specific tools to examine systems and processes, aiming to identify the underlying and contributing factors that led to an event.
- **Just Culture:** A culture where frontline personnel feel comfortable disclosing errors, including their own, while upholding professional accountability. It acknowledges that even skilled professionals can make mistakes and develop unhealthy norms (shortcuts, "routine rule violations"), but it maintains zero tolerance for reckless behavior.





- **Voluntary Reporting:** This process involves confidentially reporting safety events by anyone directly or indirectly involved.
- **Contributing Factor:** Refers to any circumstance, action, or influence that plays a role in the occurrence of a safety incident without being its direct cause. These factors can increase the likelihood of an adverse event, like a medical error, without being solely responsible.
- **Work-Related Injury:** An injury or illness caused, contributed to, or significantly aggravated by events or exposures in the work environment.
- **Safety Culture:** The safety culture of an organization is shaped by individual or group values, attitudes, perceptions, competencies, and behavior patterns that determine the commitment to, and the style and proficiency of, an organization's health and safety management.
- **Hazard:** Any circumstance, situation, or condition that can potentially cause harm or injury to patients, healthcare providers, or others in a healthcare setting. Hazards can exist in environments, systems, or processes and may contribute to errors or adverse events if not addressed.
- **Unsafe Condition:** A circumstance that could potentially lead to harm or adverse events if not addressed. It serves as a precursor to incidents that may jeopardize patients, healthcare workers, or others in the healthcare setting. While an unsafe condition may not necessarily cause harm, it poses a significant risk.
- **Adverse Event:** An injury resulting from medical management rather than the underlying condition or disease. It may prolong hospitalization, cause disability at discharge, or both.





- **Pressure Ulcer (Injury):** A pressure injury involves localized damage to the skin and/or underlying soft tissue, typically over a bony area or related to medical devices. It may present as intact skin or an open ulcer and can be painful. This injury arises from intense and/or prolonged pressure or pressure combined with shear. Soft tissue tolerance to pressure and shear may also be influenced by factors such as microclimate, nutrition, perfusion, co-morbidities, and the condition of the soft tissue.
- **Assisted Fall:** An assisted fall occurs when a patient begins to fall and is helped by another person but still reaches the ground or another unintended surface.
- **Hazmat:** A hazardous material is any biological, chemical, radiological, or physical agent that has the potential to harm humans, animals, or the environment, either on its own or through interaction with other factors.
- **Near Miss:** Circumstances or events that had the capacity to cause an adverse event, but which did not reach the patient.
- **Good Catch:** The identification and prevention of a potential error or harm before it reached the patient. It highlights proactive actions taken to avoid incidents, similar to a near miss

6. Structure of DOH Abu Dhabi Patient Safety Taxonomy

The task force developed the conceptual framework for the DOH Abu Dhabi Patient Safety Taxonomy to provide an essential method for organizing patient safety data and information, enabling effective aggregation and analysis. The taxonomy is structured into five distinct yet interconnected levels, designed for quick and easy access to information. Built on a hierarchical model, it features a main level and sub-levels to ensure a logical and scientifically sound methodology.





This section outlines the five high-level classes that form the foundation of the DOH Abu Dhabi Patient Safety Taxonomy's conceptual framework. The framework aims to offer a comprehensive understanding of patient safety, promoting continuous learning and improvement at every stage and point within the system. Notably, it includes the critical "Level of Harm," which has been added as the fifth level in DOH Abu Dhabi Patient Safety Taxonomy.

Affected Person: Refers to the influence, outcomes, or effects experienced by groups impacted by an event.

Category: Denotes the processes that were faulty or failed, grouped based on shared and agreed-upon criteria due to their common nature.

Sub-Category: Identifies the factors and agents that contributed to an event, describing its nature or injury and providing additional context.

Detail Description: Offers in-depth information on the nature of the event, including details related to its variations.

Level of Harm: Represents the extent of injury, suffering, or disability experienced.

7. DOH Abu Dhabi Patient Safety Taxonomy Content

7.1. Categories

Adverse reaction
Airway / Respiratory Management
Anesthesia / Sedation related events
Behavioral Inappropriate /Aggressive
Blood and Blood Products
Communication/Care Coordination
Complications of care (non-surgical)
Diagnostic imaging / Radiation Safety
Dietary / nutrition





Emergency Code (Clinical/Non-Clinical)
Environmental issues
Facility/Infrastructure
Falls
Fetal / Neonatal
Gynecology
Identification/Documentation/Consent/Confidentiality/Privacy
Illness/injury
Infection Prevention and Control
Laboratory
Maternal
Medical device
Medication Error
POCT
Provision of care
Safeguarding
Security
Skin / tissue integrity
Staffing concerns
Supplies
Surgery / procedure related events
Other





7.2. Subcategories & Details

Category	Event Sub-category	Event Details
Adverse reaction	Adverse drug reaction (not a medication error / not preventable)	Not Applicable
Adverse reaction	Dietary supplements / feedings	Not Applicable
Adverse reaction	Latex / tapes	Not Applicable
Adverse reaction	Others	Not Applicable
Airway / Respiratory Management	Incomplete / incorrect treatment	Medication involved
Airway / Respiratory Management	Incomplete / incorrect treatment	Medication not involved
Airway / Respiratory Management	Airway management - Equipment Issue	Not Applicable
Airway / Respiratory Management	Airway management - Insufficient	Not Applicable
Airway / Respiratory Management	Airway management - Obstructed	Not Applicable
Airway / Respiratory Management	Extubation - Delayed	Not Applicable
Airway / Respiratory Management	Extubation - Self	Not Applicable
Airway / Respiratory Management	Extubation - Unplanned	Not Applicable
Airway / Respiratory Management	Extubation - Tracheal bleeding	Not Applicable
Airway / Respiratory Management	Intubation - Delayed	Not Applicable
Airway / Respiratory Management	Intubation - Difficult	Not Applicable





Airway / Respiratory Management	Intubation - Failed	Not Applicable
Airway / Respiratory Management	Intubation - Tracheal bleeding	Not Applicable
Airway / Respiratory Management	Intubation - Unplanned	Not Applicable
Airway / Respiratory Management	Intubation - Wrong Endotracheal Tube site / placement	Not Applicable
Airway / Respiratory Management	Intubation - Wrong Endotracheal Tube size	Not Applicable
Airway / Respiratory Management	Others	Not Applicable
Airway / Respiratory Management	Oxygen / medical gas problem	Not Applicable
Airway / Respiratory Management	Re-Intubation - Delayed	Not Applicable
Airway / Respiratory Management	Re-Intubation - Difficult	Not Applicable
Airway / Respiratory Management	Re-Intubation - following Failed extubation attempt	Not Applicable
Airway / Respiratory Management	Respiratory Management - Delayed	Not Applicable
Airway / Respiratory Management	Tracheostomy Change-Delayed	Not Applicable
Airway / Respiratory Management	Tracheostomy Change-Difficult	Not Applicable
Airway / Respiratory Management	Tracheostomy Change-Failed	Not Applicable
Airway / Respiratory Management	Tracheostomy Change-Unplanned	Not Applicable





Airway / Respiratory Management	Tracheostomy Re-insertion- Delayed	Not Applicable
Airway / Respiratory Management	Tracheostomy Re-insertion- Difficult	Not Applicable
Airway / Respiratory Management	Tracheostomy Re-insertion- Failed	Not Applicable
Airway / Respiratory Management	Ventilator settings - Alarm not audible	Not Applicable
Airway / Respiratory Management	Ventilator settings - Alarm not set properly	Not Applicable
Airway / Respiratory Management	Ventilator settings - Delivery Mode Incorrect	Not Applicable
Airway / Respiratory Management	Ventilator settings - Settings wrong / changed without authorization	Not Applicable
Airway / Respiratory Management	Ventilator settings Other (Ventilator settings)	Not Applicable
Anesthesia / Sedation related events	Injury	Dental
Anesthesia / Sedation related events	Airway management issues	Difficulty maintaining airway during procedure
Anesthesia / Sedation related events	Airway management issues	Difficulty or trauma during tracheal intubation
Anesthesia / Sedation related events	Airway management issues	Esophageal intubation
Anesthesia / Sedation related events	Airway management issues	Failed intubation, re-intubation, following extubation, in OR or recovery
Anesthesia / Sedation related events	Induction / Identification	Incorrect anesthetic procedure





Anesthesia / Sedation related events	Induction / Identification	Incorrect patient
Anesthesia / Sedation related events	Aspiration	Not Applicable
Anesthesia / Sedation related events	Awareness during anesthesia	Not Applicable
Anesthesia / Sedation related events	Cardiopulmonary Arrest	Not Applicable
Anesthesia / Sedation related events	Extreme Nausea/Vomiting	Not Applicable
Anesthesia / Sedation related events	Failed Regional Block	Not Applicable
Anesthesia / Sedation related events	Failure to recognize and respond to significant change in patient status	Not Applicable
Anesthesia / Sedation related events	Hypo/Hyperthermia	Not Applicable
Anesthesia / Sedation related events	Incorrect inhalation anesthetic agent/ gas mixture or dose	Not Applicable
Anesthesia / Sedation related events	Incorrect non-inhalation anesthetic agent or incorrect dose	Not Applicable
Anesthesia / Sedation related events	Incorrect/insufficient handover	Not Applicable
Anesthesia / Sedation related events	Insufficient sustainment of anesthesia / sedation	Not Applicable
Anesthesia / Sedation related events	Insufficient/incomplete monitoring	Not Applicable
Anesthesia / Sedation related events	Insufficient/incorrect sedation agent dose or drug	Not Applicable





Anesthesia / Sedation related events	Malignant hyperthermia	Not Applicable
Anesthesia / Sedation related events	Myocardial Infarction	Not Applicable
Anesthesia / Sedation related events	Others	Not Applicable
Anesthesia / Sedation related events	Problem with vascular access	Not Applicable
Anesthesia / Sedation related events	Problems with device used in delivery of anesthesia	Not Applicable
Anesthesia / Sedation related events	Prolonged recovery time	Not Applicable
Anesthesia / Sedation related events	Prolonged ventilator support following surgery	Not Applicable
Anesthesia / Sedation related events	Reaction to Anesthesia Agent	Not Applicable
Anesthesia / Sedation related events	Respiratory Failure	Not Applicable
Anesthesia / Sedation related events	Significant hypotension, tachycardia, bradycardia	Not Applicable
Anesthesia / Sedation related events	Stroke or Other Neurologic Deficit	Not Applicable
Anesthesia / Sedation related events	Unplanned use of reversal agents	Not Applicable
Anesthesia / Sedation related events	Wrong site	Not Applicable
Anesthesia / Sedation related events	Injury	Ocular
Anesthesia / Sedation related events	Airway management issues	Other (please specify)
Anesthesia / Sedation related events	Injury	Other (please specify)





Anesthesia / Sedation related events	Injury	Peripheral nerve
Anesthesia / Sedation related events	Injury	Unintentional Dural Puncture
Behavioral Inappropriate /Aggressive	Missing Patient	Absconded/left without informing staff
Behavioral Inappropriate /Aggressive	Self-harming Behavior	Actual self-harm
Behavioral Inappropriate /Aggressive	Missing Patient	Escape of a transferred prisoner
Behavioral Inappropriate /Aggressive	Missing Patient	Failed to return from authorised leave
Behavioral Inappropriate /Aggressive	Patient Restraint Processes	Harm from restraint
Behavioral Inappropriate /Aggressive	Patient Restraint Processes	Inadequate or incomplete procedure followed
Behavioral Inappropriate /Aggressive	Missing Patient	Attempted abduction
Behavioral Inappropriate /Aggressive	Patient Restraint Processes	Incorrect patient
Behavioral Inappropriate /Aggressive	Missing Patient	Attempted escape of a transferred prisoner
Behavioral Inappropriate /Aggressive	Patient Restraint Processes	Incorrect procedure followed
Behavioral Inappropriate /Aggressive	Missing Patient	Attempted to abscond/leave without informing staff
Behavioral Inappropriate /Aggressive	Missing Patient	AWOL / Absconded (detained patients only)





Behavioral Inappropriate /Aggressive	Missing Patient	Left with notice contrary to advice
Behavioral Inappropriate /Aggressive	Persons Performing Unauthorized Acts	Manipulation of device/equipment supplies by unauthorized/unqualified persons
Behavioral Inappropriate /Aggressive	Missing Patient	Missing minor (new-born to children up to 13 years of age)
Behavioral Inappropriate /Aggressive	Assault (Physical/Verbal) - By Patient	Not Applicable
Behavioral Inappropriate /Aggressive	Assault (Physical/Verbal) - By Staff	Not Applicable
Behavioral Inappropriate /Aggressive	Assault (Physical/Verbal) - By Visitor	Not Applicable
Behavioral Inappropriate /Aggressive	Others	Not Applicable
Behavioral Inappropriate /Aggressive	Assault (Physical/Verbal) - By Patient	Not Applicable
Behavioral Inappropriate /Aggressive	Assault (Physical/Verbal) - By Patient	Not Applicable
Behavioral Inappropriate /Aggressive	Assault (Physical/Verbal) - By Staff	Not Applicable
Behavioral Inappropriate /Aggressive	Assault (Physical/Verbal) - By Staff	Not Applicable
Behavioral Inappropriate /Aggressive	Assault (Physical/Verbal) - By Visitor	Not Applicable
Behavioral Inappropriate /Aggressive	Assault (Physical/Verbal) - By Visitor	Not Applicable
Behavioral Inappropriate /Aggressive	Consensual sexual activity	Not Applicable





Behavioral Inappropriate /Aggressive	Contraband / unauthorized objects	Not Applicable
Behavioral Inappropriate /Aggressive	Death Threat Behavior	Not Applicable
Behavioral Inappropriate /Aggressive	Destruction of property	Not Applicable
Behavioral Inappropriate /Aggressive	Discrimination/Prejudice Behavior	Not Applicable
Behavioral Inappropriate /Aggressive	Disruptive behavior	Not Applicable
Behavioral Inappropriate /Aggressive	Family/sitter interfering against patient care	Not Applicable
Behavioral Inappropriate /Aggressive	Inconsiderate/Rude/Hos tile Behavior	Not Applicable
Behavioral Inappropriate /Aggressive	Noncompliant/Uncooperative/Inappropriate Behavior	Not Applicable
Behavioral Inappropriate /Aggressive	Others	Not Applicable
Behavioral Inappropriate /Aggressive	Self-harming Behavior	Not Applicable
Behavioral Inappropriate /Aggressive	Sexual assault / rape	Not Applicable
Behavioral Inappropriate /Aggressive	Sexual Harassment	Not Applicable
Behavioral Inappropriate /Aggressive	Suspected Substance Abuse	Not Applicable
Behavioral Inappropriate /Aggressive	Threat by patient	Not Applicable
Behavioral Inappropriate /Aggressive	Uncooperative/Non-compliant patient behavior	Not Applicable
Behavioral Inappropriate /Aggressive	Self-harming Behavior	Other self-harming behaviour





Behavioral Inappropriate /Aggressive	By a Patient towards an Object/Structure (Not self-harm)	Physical
Behavioral Inappropriate /Aggressive	Self-harming Behavior	Self-harm attempt/gesture
Behavioral Inappropriate /Aggressive	By a Patient towards an Object/Structure (Not self-harm)	Sexual, indecent exposure
Behavioral Inappropriate /Aggressive	Persons Performing Unauthorized Acts	Care provide by a professional whose privileges to practice have been restricted
Behavioral Inappropriate /Aggressive	Persons Performing Unauthorized Acts	Care provided to patient by bogus professional
Behavioral Inappropriate /Aggressive	Self-harming Behavior	Suicide (actual)
Behavioral Inappropriate /Aggressive	Self-harming Behavior	Suicide attempt/gesture (not overdose)
Behavioral Inappropriate /Aggressive	Self-harming Behavior	Suicide attempt/gesture (overdose)
Behavioral Inappropriate /Aggressive	Persons Performing Unauthorized Acts	Unauthorised Access/Entry
Behavioral Inappropriate /Aggressive	Use/Possession of Prohibited/Stolen Goods	Unauthorised possession of patients possessions
Behavioral Inappropriate /Aggressive	Use/Possession of Prohibited/Stolen Goods	Unauthorised possession of supplies/equipment
Behavioral Inappropriate /Aggressive	Use/Possession of Prohibited/Stolen Goods	Unauthorised use of weapon
Behavioral Inappropriate /Aggressive	Use/Possession of Prohibited/Stolen Goods	Use of alcohol





Behavioral Inappropriate /Aggressive	Use/Possession of Prohibited/Stolen Goods	Use of drugs
Behavioral Inappropriate /Aggressive	By a Patient towards an Object/Structure (Not self-harm)	Verbal
Behavioral Inappropriate /Aggressive	Missing Patient	Abduction
Blood and Blood Products	Administration	Contraindication due to history of allergy
Blood and Blood Products	Ordering	Contraindication due to history of allergy
Blood and Blood Products	Administration	Contraindication due to incompatibility
Blood and Blood Products	Ordering	Contraindication due to incompatibility
Blood and Blood Products	Administration	Contraindication due to interactions with other products
Blood and Blood Products	Ordering	Contraindication due to Interactions with other products
Blood and Blood Products	Process	Cross Match Incompatibility
Blood and Blood Products	Utilization	Cross matched but not transfused
Blood and Blood Products	Pre-transfusion Laboratory Testing	Cross matching procedures insufficient/incorrect
Blood and Blood Products	Suspected / confirmed transfusion reaction	Death, suspected to be the result of a transfusion
Blood and Blood Products	Dispensing or distribution	Delay





Blood and Blood Products	Sample collection for compatibility testing	Delay in collecting specimen
Blood and Blood Products	Administration	Delay in start of transfusion
Blood and Blood Products	Process	Deviation from Standard Operating Procedure
Blood and Blood Products	Administration	Device Failure/malfunction
Blood and Blood Products	Administration	Administered without cross match
Blood and Blood Products	Dispensing or distribution	Dispensed for wrong patient
Blood and Blood Products	Blood Donor Related	Donor adverse Reaction
Blood and Blood Products	Blood Donor Related	Donor not eligible
Blood and Blood Products	Patient Monitoring during and post-transfusion	Failure to recognise and respond to significant change in patient status
Blood and Blood Products	Patient Monitoring during and post-transfusion	Failure/insufficient/incomplete monitoring
Blood and Blood Products	Administration	Frequency Incorrect
Blood and Blood Products	Sample collection for compatibility testing	Improperly labeled (wrong non-patient identifiers)
Blood and Blood Products	Administration	Incompatible blood product
Blood and Blood Products	Blood Donor Related	Incorrect Donor Identification
Blood and Blood Products	Administration	Incorrect dose/number of units
Blood and Blood Products	Administration	Incorrect product administered
Blood and Blood Products	Administration	Incorrect Rate





Blood and Blood Products	Administration	Incorrect route
Blood and Blood Products	Administration	Incorrect sequence of administration of products
Blood and Blood Products	Administration	Incorrect use of expired or unacceptably stored products
Blood and Blood Products	Administration	Incorrect volume (i.e., number of units of milliliters)
Blood and Blood Products	Storage	Insufficient/incorrect storage/refrigeration
Blood and Blood Products	Administration	Loss of traceability label
Blood and Blood Products	Ordering	Massive Transfusion Protocol (MTP)
Blood and Blood Products	Ordering	Maximum Surgical Blood Order Schedule (MSBOS) not followed
Blood and Blood Products	Sample collection for compatibility testing	Mislabeled specimen (wrong patient identifiers)
Blood and Blood Products	Sample collection for compatibility testing	Mismatch from historical record
Blood and Blood Products	Dispensing or distribution	Mismatched Unit
Blood and Blood Products	Administration	Blood administered without order
Blood and Blood Products	Blood Donor Related	Missing Label
Blood and Blood Products	Blood Donor Related	Missing product
Blood and Blood Products	Blood Donor Related	Missing Tube
Blood and Blood Products	Administration	Blood consent missing / incomplete





Blood and Blood Products	Administration	Not administered when indicated/ delayed
Blood and Blood Products	Others	Not Applicable
Blood and Blood Products	Suspected / confirmed transfusion reaction	Not Applicable
Blood and Blood Products	Dispensing or distribution	Not available
Blood and Blood Products	Dispensing or distribution	1 MTP pack inculde (4PRBC, 4FFP & 1PLT)
Blood and Blood Products	Dispensing or distribution	Not delivered
Blood and Blood Products	Dispensing or distribution	Not dispensed
Blood and Blood Products	Utilization	Not transfused not returned
Blood and Blood Products	Administration	Blood not administered
Blood and Blood Products	Administration	Omitted dose/unit
Blood and Blood Products	Utilization	Ordered not transfused
Blood and Blood Products	Ordering	Blood product / compatibility testing not requested
Blood and Blood Products	Administration	Other (please specify)
Blood and Blood Products	Dispensing or distribution	Other (please specify)
Blood and Blood Products	Ordering	Other (please specify)
Blood and Blood Products	Sample collection for compatibility testing	Other (please specify)
Blood and Blood Products	Utilization	Other (please specify)
Blood and Blood Products	Administration	Blood product administered with incorrect IV fluid
Blood and Blood Products	Ordering	Blood requested for wrong patient





Blood and Blood Products	Dispensing or distribution	Patient / product information on pickup slip does not match order
Blood and Blood Products	Pre-transfusion Laboratory Testing	Patient testing procedures insufficient
Blood and Blood Products	Administration	Pre-transfusion checks not completed
Blood and Blood Products	Pre-transfusion Laboratory Testing	Pre-transfusion procedural error
Blood and Blood Products	Administration	Product Code Error
Blood and Blood Products	Blood Donor Related	Product contaminated/damaged
Blood and Blood Products	Storage	Product contaminated/damaged
Blood and Blood Products	Utilization	Product contaminated/damaged
Blood and Blood Products	Dispensing or distribution	Product delivery delayed
Blood and Blood Products	Dispensing or distribution	Product dispensing delayed
Blood and Blood Products	Blood Donor Related	Product expired
Blood and Blood Products	Storage	Product expired
Blood and Blood Products	Utilization	Product expired
Blood and Blood Products	Storage	Product mislabeled
Blood and Blood Products	Dispensing or distribution	Product never delivered to ward/unit
Blood and Blood Products	Dispensing or distribution	Product not dispensed
Blood and Blood Products	Ordering	Product not ordered
Blood and Blood Products	Utilization	Product returned to blood bank after allowed time





Blood and Blood Products	Pre-transfusion Laboratory Testing	Product testing procedures insufficient
Blood and Blood Products	Dispensing or distribution	Special product need not issued
Blood and Blood Products	Ordering	Special product need not requested
Blood and Blood Products	Process	Specimen Collection Issue
Blood and Blood Products	Sample collection for compatibility testing	Specimen inadequate
Blood and Blood Products	Blood Donor Related	Specimen Issues
Blood and Blood Products	Sample collection for compatibility testing	Specimen label missing, incomplete, or illegible
Blood and Blood Products	Blood Donor Related	Supply Wrong Facility
Blood and Blood Products	Blood Donor Related	Supply Wrong product
Blood and Blood Products	Blood Donor Related	Temperature out of Range
Blood and Blood Products	Blood Donor Related	Temperature out of Range During Transportation
Blood and Blood Products	Patient Monitoring during and post-transfusion	Transmission of a chronic/fatal disease due to infusing blood/blood products
Blood and Blood Products	Ordering	Type and cross order in Dispatch status
Blood and Blood Products	Dispensing or distribution	Uncrossmatched blood in emergency cases
Blood and Blood Products	Utilization	Unit returned unusable (e.g., unit "spiked")
Blood and Blood Products	Administration	Units not transfused within time frame per protocol





Blood and Blood Products	Dispensing or distribution	Code Incorrect
Blood and Blood Products	Administration	Wrong ABO / Rh type transfused
Blood and Blood Products	Sample collection for compatibility testing	Wrong blood in tube (Wrong tube)
Blood and Blood Products	Dispensing or distribution	Wrong blood product Issued
Blood and Blood Products	Ordering	Wrong blood product requested
Blood and Blood Products	Dispensing or distribution	Wrong component used
Blood and Blood Products	Administration	Wrong patient transfused
Blood and Blood Products	Dispensing or distribution	Wrong product prepared/selected in blood bank
Blood and Blood Products	Administration	Wrong product transfused (e.g., heterologous vs autologous blood)
Blood and Blood Products	Administration	Wrong transfusion rate (Incorrect rate/frequency)
Communication/Care Coordination	Referral / consult problem	Delay in scheduling
Communication/Care Coordination	Referral / consult problem	Delay in service
Communication/Care Coordination	Access to care problem	Delay in transfer
Communication/Care Coordination	Access to care problem	Delay in treatment
Communication/Care Coordination	Access to care problem	Emergency medical treatment violation





Communication/Care Coordination	Access to care problem	Inappropriate level of care
Communication/Care Coordination	Access to care problem	Inappropriate transfer
Communication/Care Coordination	Access to care problem	Bed not available
Communication/Care Coordination	Message handling / response problem	Not Applicable
Communication/Care Coordination	Others	Not Applicable
Communication/Care Coordination	Provider not available	Not Applicable
Communication/Care Coordination	Access to care problem	Other (please specify)
Communication/Care Coordination	Communication inadequate	Other (please specify)
Communication/Care Coordination	Referral / consult problem	Other (please specify)
Communication/Care Coordination	Referral / consult problem	Report unavailable/delayed
Communication/Care Coordination	Access to care problem	Transportation unavailable / delayed
Communication/Care Coordination	Access to care problem	Treatment room not available
Communication/Care Coordination	Communication inadequate	With other providers in ancillary departments (e.g. laboratory, pharmacy, radiology)
Communication/Care Coordination	Communication inadequate	With other providers in OTHER patient care areas





Communication/Care Coordination	Communication inadequate	With other providers WITHIN patient care area
Communication/Care Coordination	Communication inadequate	With outside providers / agencies
Communication/Care Coordination	Communication inadequate	With patient or family
Complications of care (Non surgical)	Neurological complication	Confusional state
Complications of care (Non surgical)	Unexpected injury (not related to falls or skin integrity)	Crushing injury
Complications of care (Non surgical)	IV/Vascular access device	Device Left in Patient
Complications of care (Non surgical)	Tube / Drain	Device Left in Patient
Complications of care (Non surgical)	IV/Vascular access device	Disconnected
Complications of care (Non surgical)	Tube / Drain	Disconnected
Complications of care (Non surgical)	IV/Vascular access device	Discontinued Incorrectly
Complications of care (Non surgical)	Tube / Drain	Discontinued Incorrectly
Complications of care (Non surgical)	IV/Vascular access device	Discontinued Without Order
Complications of care (Non surgical)	Tube / Drain	Discontinued Without Order
Complications of care (Non surgical)	Unexpected injury (not related to falls or skin integrity)	Dislocations





Complications of care (Non surgical)	IV/Vascular access device	Dislodgement
Complications of care (Non surgical)	Tube / Drain	Dislodgement
Complications of care (Non surgical)	IV site complication	Air embolism
Complications of care (Non surgical)	Unexpected injury (not related to falls or skin integrity)	Electric shock
Complications of care (Non surgical)	IV site complication	Extravasation of non-vesicant drug
Complications of care (Non surgical)	Unexpected injury (not related to falls or skin integrity)	Fractures
Complications of care (Non surgical)	Glucose management	Hyperglycaemia
Complications of care (Non surgical)	Unexpected injury (not related to falls or skin integrity)	Intracranial injury
Complications of care (Non surgical)	IV/Vascular access device	Line Left in After Discharge
Complications of care (Non surgical)	Tube / Drain	Line Not Changed
Complications of care (Non surgical)	Tube / Drain	Localised reaction
Complications of care (Non surgical)	IV/Vascular access device	Localised reaction
Complications of care (Non surgical)	Cardiac complication	Myocardial infarction
Complications of care (Non surgical)	Deep vein thrombosis (DVT) / pulmonary embolism (PE)	Not Applicable





Complications of care (Non Surgical)	Dislodged / removed accidentally	Not Applicable
Complications of care (Non surgical)	Gastrointestinal bleeding	Not Applicable
Complications of care (Non Surgical)	Incorrect placement or use	Not Applicable
Complications of care (Non surgical)	Injury related to spinal manipulative therapy	Not Applicable
Complications of care (Non Surgical)	Line or tube damaged / broken	Not Applicable
Complications of care (Non Surgical)	Line or tube occluded / clotted	Not Applicable
Complications of care (Non Surgical)	Misconnection (e.g., wrong IV to wrong site / port)	Not Applicable
Complications of care (Non surgical)	Others	Not Applicable
Complications of care (Non surgical)	Removal of tube or other medical device by patient	Not Applicable
Complications of care (Non surgical)	Renal failure	Not Applicable
Complications of care (Non surgical)	Unexpected death	Not Applicable
Complications of care (Non surgical)	IV/Vascular access device	Not Documented in EMR
Complications of care (Non surgical)	Tube / Drain	Not Documented in EMR
Complications of care (Non surgical)	IV site complication	Other (please specify)
Complications of care (Non surgical)	IV/Vascular access device	Other (please specify)
Complications of care (Non surgical)	Neurological complication	Other (please specify)





Complications of care (Non Surgical)	Others	Other (please specify)
Complications of care (Non surgical)	Tube / Drain	Other (please specify)
Complications of care (Non surgical)	Cardiac complication	Other (please specify)
Complications of care (Non surgical)	Respiratory complication	Other (please specify)
Complications of care (Non surgical)	Unexpected injury (not related to falls or skin integrity)	Other (please specify)
Complications of care (Non surgical)	Tube / Drain	Patient self-removal
Complications of care (Non surgical)	IV/Vascular access device	Perforation
Complications of care (Non surgical)	Tube / Drain	Perforation
Complications of care (Non surgical)	Respiratory complication	Respiratory distress
Complications of care (Non surgical)	Respiratory complication	Respiratory failure
Complications of care (Non surgical)	Neurological complication	Seizure
Complications of care (Non surgical)	Tube / Drain	Severed / Cut
Complications of care (Non surgical)	Cardiac complication	Cardiopulmonary arrest outside of ICU
Complications of care (Non surgical)	Neurological complication	Stroke
Complications of care (Non surgical)	Tube / Drain	Tube/Drain Left In Situ at Discharge (unintended)





Complications of care (Non surgical)	IV/Vascular access device	Circulation Impeded
Complications of care (Non surgical)	Tube / Drain	Circulation Impeded
Complications of care (Non surgical)	Neurological complication	Unresponsiveness / loss of consciousness
Complications of care (Non surgical)	IV/Vascular access device	VAD complications - Air embolism
Complications of care (Non surgical)	IV/Vascular access device	VAD complications - Catheter Damage (embolism, repair, exchange)
Complications of care (Non surgical)	IV/Vascular access device	VAD complications - Catheter-Associated Deep Vein Thrombosis
Complications of care (Non surgical)	IV/Vascular access device	VAD complications - Central Vascular Access Device Malposition
Complications of care (Non surgical)	IV/Vascular access device	VAD complications - Central Vascular Access Device Occlusion
Complications of care (Non surgical)	IV/Vascular access device	VAD complications - Infiltration
Complications of care (Non surgical)	IV/Vascular access device	VAD complications - Nerve injury
Complications of care (Non surgical)	IV/Vascular access device	VAD complications - Other (please specify)
Complications of care (Non surgical)	IV/Vascular access device	VAD complications - Phlebitis





Complications of care (Non surgical)	IV/Vascular access device	Wrong Device Used
Complications of care (Non surgical)	Tube / Drain	Wrong Insertion Location
Complications of care (Non surgical)	IV/Vascular access device	Wrong Site Inserted
Complications of care (Non surgical)	Tube / Drain	Wrong Size Inserted
Diagnostic imaging / Radiation Safety	Delays preprocedural or post procedure	Delay in reporting
Diagnostic imaging / Radiation Safety	Process	Deviation From Standard Operating Procedure
Diagnostic imaging / Radiation Safety	Radioactive spill/contamination	External
Diagnostic imaging / Radiation Safety	Radioactive spill/contamination	Internal
Diagnostic imaging / Radiation Safety	Radioactive source	Lost
Diagnostic imaging / Radiation Safety	Dosimeter lost/damaged	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure - Occupational Exposure	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure - Public Overexposure (FANR dose limit 1 mSv/yr)	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure - skin burn or injury	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Duplicate Study	Not Applicable





Diagnostic imaging / Radiation Safety	Contrast reaction	Not Applicable
Diagnostic imaging / Radiation Safety	Discrepancy between ED interpretation of x-ray or EKG and final reading	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Overexposure	Not Applicable
Diagnostic imaging / Radiation Safety	Dose Fraction differing substantially from the values prescribed by Radiation Oncologist	Not Applicable
Diagnostic imaging / Radiation Safety	Dosimeter lost/damaged	Not Applicable
Diagnostic imaging / Radiation Safety	Dosimeter lost/damaged	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Pregnant woman/Fetus	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Prolonged Fluoroscopy Time	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Unintended Radiation Exposure	Not Applicable
Diagnostic imaging / Radiation Safety	Equipment - Calibration Issue	Not Applicable
Diagnostic imaging / Radiation Safety	Equipment - Failure/Malfunction	Not Applicable
Diagnostic imaging / Radiation Safety	Equipment - Maintenance Issue	Not Applicable





Diagnostic imaging / Radiation Safety	Exposure - Occupational Exposure	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure - Occupational Exposure	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure - Public Overexposure (FANR dose limit 1 mSv/yr)	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure - Public Overexposure (FANR dose limit 1 mSv/yr)	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure - skin burn or injury	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure - skin burn or injury	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Duplicate Study	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Duplicate Study	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Overexposure	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Overexposure	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Pregnant woman/Fetus	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Pregnant woman/Fetus	Not Applicable





Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Prolonged Fluoroscopy Time	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Prolonged Fluoroscopy Time	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Unintended Radiation Exposure	Not Applicable
Diagnostic imaging / Radiation Safety	Exposure/Unintended Radiation Exposure - Unintended Radiation Exposure	Not Applicable
Diagnostic imaging / Radiation Safety	Extravasation of vesicant drug (for extravasation of non-radiological, see IV Complication)	Not Applicable
Diagnostic imaging / Radiation Safety	Iatrogenic Burn	Not Applicable
Diagnostic imaging / Radiation Safety	Image - Erased	Not Applicable
Diagnostic imaging / Radiation Safety	Image - Under/Overexposed	Not Applicable
Diagnostic imaging / Radiation Safety	Image - Unlabeled	Not Applicable
Diagnostic imaging / Radiation Safety	Image unavailable or inadequate	Not Applicable
Diagnostic imaging / Radiation Safety	Incorrect isotope or amount administered	Not Applicable
Diagnostic imaging / Radiation Safety	Incorrect reading	Not Applicable





Diagnostic imaging / Radiation Safety	Infiltration Event	Not Applicable
Diagnostic imaging / Radiation Safety	Mislabeled study	Not Applicable
Diagnostic imaging / Radiation Safety	MRI safety violation	Not Applicable
Diagnostic imaging / Radiation Safety	Not completed	Not Applicable
Diagnostic imaging / Radiation Safety	Not ordered	Not Applicable
Diagnostic imaging / Radiation Safety	Ordered, not performed	Not Applicable
Diagnostic imaging / Radiation Safety	Others	Not Applicable
Diagnostic imaging / Radiation Safety	Prolonged fluoroscopy	Not Applicable
Diagnostic imaging / Radiation Safety	Radioactive source/package/container – damage	Not Applicable
Diagnostic imaging / Radiation Safety	Requisition - Incomplete	Not Applicable
Diagnostic imaging / Radiation Safety	Requisition - Incorrect	Not Applicable
Diagnostic imaging / Radiation Safety	Results - Lost	Not Applicable
Diagnostic imaging / Radiation Safety	Results - Posted to Wrong Patient	Not Applicable
Diagnostic imaging / Radiation Safety	Study/exam/procedure/treatment not completed	Not Applicable
Diagnostic imaging / Radiation Safety	Supplies - Contrast Issues	Not Applicable





Diagnostic imaging / Radiation Safety	Supplies - Inventory Issue	Not Applicable
Diagnostic imaging / Radiation Safety	Test - Cancelled	Not Applicable
Diagnostic imaging / Radiation Safety	Test - Inappropriate	Not Applicable
Diagnostic imaging / Radiation Safety	Test - Incomplete	Not Applicable
Diagnostic imaging / Radiation Safety	Test - Incorrect	Not Applicable
Diagnostic imaging / Radiation Safety	Test - Incorrectly Performed	Not Applicable
Diagnostic imaging / Radiation Safety	Test - Ordered, Not Performed	Not Applicable
Diagnostic imaging / Radiation Safety	Test - Performed without consent	Not Applicable
Diagnostic imaging / Radiation Safety	Test - Scheduled Delay	Not Applicable
Diagnostic imaging / Radiation Safety	Test - Wrong Radiopharmaceutical	Not Applicable
Diagnostic imaging / Radiation Safety	Unanticipated radiation exposure	Not Applicable
Diagnostic imaging / Radiation Safety	Unclean/Unsterile Environment	Not Applicable
Diagnostic imaging / Radiation Safety	Wrong patient	Not Applicable
Diagnostic imaging / Radiation Safety	Wrong procedure	Not Applicable
Diagnostic imaging / Radiation Safety	Wrong side (L vs R)	Not Applicable
Diagnostic imaging / Radiation Safety	Wrong site	Not Applicable





Diagnostic imaging / Radiation Safety	Delays preprocedural or post procedure	Other (please specify)
Diagnostic imaging / Radiation Safety	Delays preprocedural or post procedure	Procedure delayed
Diagnostic imaging / Radiation Safety	Process	Quality Control Issue
Diagnostic imaging / Radiation Safety	Radiation Safety	Radioactive waste - not labelled
Diagnostic imaging / Radiation Safety	Radiation Safety	Radioactive waste - not segregated
Diagnostic imaging / Radiation Safety	Radioactive source	Theft
Diagnostic imaging / Radiation Safety	Radiation Safety	Unauthorized Access to radiation control areas
Dietary / nutrition	Absence/Delay of diet recommendation by Clinical Dietitian	Not Applicable
Dietary / nutrition	Absence/Delay of Nutritional Assessment of Clinical Dietitian	Not Applicable
Dietary / nutrition	Cold meal delivered	Not Applicable
Dietary / nutrition	Delay in tray delivery / nutrition	Not Applicable
Dietary / nutrition	Food / feeding not given	Not Applicable
Dietary / nutrition	Food / nutrition given with known allergy	Not Applicable
Dietary / nutrition	Food / nutrition spoiled or expired	Not Applicable
Dietary / nutrition	Foreign object in food	Not Applicable
Dietary / nutrition	Inappropriate Formula Labeling	Not Applicable





Dietary / nutrition	Incorrect Storage of food	Not Applicable
Dietary / nutrition	Lack of information on meal request	Not Applicable
Dietary / nutrition	Late meal modifications	Not Applicable
Dietary / nutrition	No diet order	Not Applicable
Dietary / nutrition	NPO patient receives food / nutrition	Not Applicable
Dietary / nutrition	Others	Not Applicable
Dietary / nutrition	Outside food given causing harm	Not Applicable
Dietary / nutrition	Tube feeding problem	Not Applicable
Dietary / nutrition	Wrong / inappropriate items on tray	Not Applicable
Dietary / nutrition	Wrong diet / nutrition ordered	Not Applicable
Dietary / nutrition	Wrong diet / nutrition received or administered	Not Applicable
Emergency Code (Clinical/Non-Clinical)	Inadequate Response	Inadequate Response
Emergency Code (Clinical/Non-Clinical)	Not heard/Unclear	Not heard/Unclear
Emergency Code (Clinical/Non-Clinical)	Wrong Code	Wrong Code
Emergency Code (Clinical/Non-Clinical)	Wrong Location	Wrong Location
Environmental issues	Workplace illness/injury - Exposure to radiation	Exposure to ionizing radiation (X-Ray, Beta, Gamma and alpha)
Environmental issues	Exposure to radiation	Exposure to ionizing radiation (X-Ray, Beta, Gamma and alpha)





Environmental issues	Workplace illness/injury - Exposure to radiation	Exposure to laser and optical radiation
Environmental issues	Exposure to radiation	Exposure to laser and optical radiation
Environmental issues	Signage Issue	Inadequate or Missing Signage
Environmental issues	Signage Issue	Incorrect or Confusing Signage
Environmental issues	Workplace illness/injury - Exposure to blood or body fluids	Injuries from Equipment
Environmental issues	Workplace illness/injury	Manual Handling Injuries
Environmental issues	Workplace illness/injury - Exposure to blood or body fluids	Needle Stick/Sharps Injury
Environmental issues	Exposure to blood or body fluids	Needle Stick/Sharps Injury
Environmental issues	Air Quality	Not Applicable
Environmental issues	Biological Agent	Not Applicable
Environmental issues	Burns due to thermal and chemical agents	Not Applicable
Environmental issues	Burns of the skin and the eye	Not Applicable
Environmental issues	Cleanliness of Facility	Not Applicable
Environmental issues	Collapse of Building / Structure or Excavation	Not Applicable
Environmental issues	Damage to property	Not Applicable
Environmental issues	Dislocation of joint	Not Applicable
Environmental issues	Electric Lines, Cables and Pipelines	Not Applicable
Environmental issues	electric shock or electrical burn	Not Applicable





Environmental issues	Entrapment of a body part in machinery/equipment/plant	Not Applicable
Environmental issues	Environmental hazard	Not Applicable
Environmental issues	Escape of Flammable Liquids and Gases	Not Applicable
Environmental issues	Escape of Hazardous Materials	Not Applicable
Environmental issues	Explosion or Fire	Not Applicable
Environmental issues	a serious eye injury, including loss of sight (temporary or permanent)	Not Applicable
Environmental issues	a serious head injury	Not Applicable
Environmental issues	a spinal injury	Not Applicable
Environmental issues	dislocation of joint	Not Applicable
Environmental issues	electric shock or electrical burn	Not Applicable
Environmental issues	Entrapment of a body part in machinery/equipment/plant	Not Applicable
Environmental issues	exposure to a hazardous material	Not Applicable
Environmental issues	Exposure to chemicals or drugs	Not Applicable
Environmental issues	Eye affections from the heat and light, and the consequences of such affections	Not Applicable
Environmental issues	Eye injury, including loss of sight (temporary or permanent)	Not Applicable
Environmental issues	Failed test of standard procedures issue	Not Applicable





Environmental issues	Failure and/or Collapse of Equipment	Not Applicable
Environmental issues	fracture (not including fingers or toes)	Not Applicable
Environmental issues	Exposure to communicable diseases	Not Applicable
Environmental issues	Head injury	Not Applicable
Environmental issues	Inadequate supplies	Not Applicable
Environmental issues	laceration	Not Applicable
Environmental issues	Loss of a distinct part or organ of the body, including the amputation of any part of body	Not Applicable
Environmental issues	Loss of bodily function	Not Applicable
Environmental issues	loss of consciousness and/or requiring resuscitation	Not Applicable
Environmental issues	fracture (not including fingers or toes)	Not Applicable
Environmental issues	Machinery Damage	Not Applicable
Environmental issues	Malfunction of Radiation Generating Equipment	Not Applicable
Environmental issues	Noise Pollution	Not Applicable
Environmental issues	loss of consciousness and/or requiring resuscitation	Not Applicable
Environmental issues	serious burns due to thermal and chemical agents	Not Applicable
Environmental issues	Serious laceration	Not Applicable
Environmental issues	the loss of a distinct part or organ of the body, including the amputation of any part of body	Not Applicable
Environmental issues	Others	Not Applicable





Environmental issues	Penetration (SHARPS) Injury	Not Applicable
Environmental issues	Pest Control	Not Applicable
Environmental issues	Poisoning by antimony and its components	Not Applicable
Environmental issues	Poisoning by arsenic and its components	Not Applicable
Environmental issues	Poisoning by chloroform or carbon tetrachloride	Not Applicable
Environmental issues	Poisoning by Lead and lead components	Not Applicable
Environmental issues	Poisoning by Manganese and its components	Not Applicable
Environmental issues	Poisoning by mercury and its components	Not Applicable
Environmental issues	Poisoning by petroleum, its gases, derivatives or components	Not Applicable
Environmental issues	Poisoning by phosphorous and its components	Not Applicable
Environmental issues	Poisoning by sulfur metal and its components	Not Applicable
Environmental issues	Separation of skin from any underlying tissue (such as scalping or de-gloving)	Not Applicable
Environmental issues	the loss of bodily function	Not Applicable
Environmental issues	the separation of skin from any underlying tissue (such as scalping or de-gloving)	Not Applicable
Environmental issues	Smoking/Use of backdoor	Not Applicable
Environmental issues	Spill - Blood and body fluids	Not Applicable





Environmental issues	Spill - Chemical	Not Applicable
Environmental issues	Spill - Cytotoxic	Not Applicable
Environmental issues	Spinal injury	Not Applicable
Environmental issues	Temperature/Humidity/P ressure Issues	Not Applicable
Environmental issues	Water Contamination	Not Applicable
Environmental issues	Water Quality	Not Applicable
Environmental issues	Workplace illness/injury - Ergonomic-Related Illnesses	Not Applicable
Environmental issues	Workplace illness/injury - Exposure to chemicals or drugs	Not Applicable
Environmental issues	Workplace illness/injury - Exposure to communicable diseases	Not Applicable
Environmental issues	Workplace illness/injury - Exposure to Hazardous Chemicals / Material	Not Applicable
Environmental issues	Workplace illness/injury - Exposure to Infectious Diseases	Not Applicable
Environmental issues	Exposure to radiation	Other Non- ionizing radiation exposure - Magnetic fields
Environmental issues	Workplace illness/injury - Exposure to radiation	Other Non- ionizing radiation exposure - Magnetic fields
Environmental issues	Exposure to radiation	Other Non- ionizing radiation exposure - Microwaves
Environmental issues	Workplace illness/injury - Exposure to radiation	Other Non- ionizing radiation exposure - Microwaves





Environmental issues	Exposure to radiation	Other Non-ionizing radiation exposure - Radio frequency
Environmental issues	Workplace illness/injury - Exposure to radiation	Other Non-ionizing radiation exposure - Radio frequency
Environmental issues	Exposure to radiation	Other Non-ionizing radiation exposure - UV
Environmental issues	Workplace illness/injury - Exposure to radiation	Other Non-ionizing radiation exposure - UV
Environmental issues	Signage Issue	Poorly Visible Signage
Environmental issues	Exposure to blood or body fluids	Splash
Environmental issues	Workplace illness/injury - Exposure to blood or body fluids	Splash
Facility/Infrastructure	Information system problem (IT)	Equipment/Device Maintenance
Facility/Infrastructure	Information system problem (IT)	Equipment/device malfunction
Facility/Infrastructure	Fire safety	Fire detection system malfunction
Facility/Infrastructure	Fire safety	Fire Fighting systems (smoke detectors, water sprinklers, alarm pull systems) blocked by external items
Facility/Infrastructure	Fire safety	Flame
Facility/Infrastructure	Information system problem (IT)	Hardware Failure or Problem
Facility/Infrastructure	Information system problem (IT)	Incompatibility Between Devices





Facility/Infrastructure	Information system problem (IT)	Interface issues
Facility/Infrastructure	Information system problem (IT)	Network Failure or Problem
Facility/Infrastructure	Activation of internal or external emergency plan	Not Applicable
Facility/Infrastructure	Blocked/Obstructed Area	Not Applicable
Facility/Infrastructure	Construction/Renovation Issue	Not Applicable
Facility/Infrastructure	Damage to property	Not Applicable
Facility/Infrastructure	Disaster-External	Not Applicable
Facility/Infrastructure	Disaster-Internal	Not Applicable
Facility/Infrastructure	Disruption / interruption of clinical service	Not Applicable
Facility/Infrastructure	Disruption / interruption of utility systems (e.g., power failure)	Not Applicable
Facility/Infrastructure	Door Issue	Not Applicable
Facility/Infrastructure	Elevator Malfunction/Entrapment	Not Applicable
Facility/Infrastructure	Emergency Exits Blocked	Not Applicable
Facility/Infrastructure	Hospital on divert status	Not Applicable
Facility/Infrastructure	Improper Storage	Not Applicable
Facility/Infrastructure	Lighting of Facility/Parking Areas	Not Applicable
Facility/Infrastructure	Others	Not Applicable
Facility/Infrastructure	Provision of Handicapped Access	Not Applicable
Facility/Infrastructure	Signage Issue	Not Applicable
Facility/Infrastructure	Unsafe Condition Not Posted	Not Applicable





Facility/Infrastructure	Walking Surface - Broken, Obstructed, Uneven, Wet	Not Applicable
Facility/Infrastructure	Water Leak/Flood	Not Applicable
Facility/Infrastructure	Information system problem (IT)	Password Confidentiality
Facility/Infrastructure	Information system problem (IT)	Sabotage / Physical Damage
Facility/Infrastructure	Information system problem (IT)	Security, Virus or Other Malware Issue
Facility/Infrastructure	Fire safety	Smoke
Facility/Infrastructure	Information system problem (IT)	Theft/Loss of Assets
Facility/Infrastructure	Information system problem (IT)	Treatment/response delay due to IT service failure
Facility/Infrastructure	Information system problem (IT)	Unable to Access
Facility/Infrastructure	Information system problem (IT)	Unauthorized Access to Information/Systems
Facility/Infrastructure	Information system problem (IT)	Unauthorized Changes to Information, Applications, Systems or Hardware
Facility/Infrastructure	Information system problem (IT)	Unauthorized Release or Disclosure of Information
Facility/Infrastructure	Information system problem (IT)	Unexpected performance/downtime issue
Facility/Infrastructure	Information system problem (IT)	Unexpected Software Design Issue
Falls	Ambulating	Ambulating WITH assistance and/or assistive





		device (e.g. cane)
Falls	Others	Dressing or undressing
Falls	Ambulating	Ambulating WITH assistance and/or medical equipment (e.g. IV pole)
Falls	Ambulating	Ambulating without assistance or assistive equipment/device
Falls	From height	From height e.g. stool/ladder
Falls	Bathroom related	Bathing/showering/grooming at basin
Falls	Others	Not Applicable
Falls	Reaching for an item	Not Applicable
Falls	Not Applicable	Not Applicable
Falls	Ambulating	Running/Playing
Falls	Workplace illness/injury	Slips, Trips, and Falls
Falls	Others	Threw self to the floor
Falls	Bathroom related	Toileting-related activities
Falls	Bed / Crib / Chair	Transferring to or from bed, chair, etc.
Falls	Ambulating	Tripped on object/equipment/play equipment / furniture
Falls	Bed / Crib / Chair	Changing position (e.g. rolling over in bed)





Falls	Procedure	Undergoing a diagnostic or therapeutic procedure
Falls	Unknown	Unknown and/or found on floor
Falls	Bed / Crib / Chair	Climbing out of crib
Falls	Bed / Crib / Chair	Climbing over / around bedrails
Falls	Others	While Held by Family Member
Falls	Others	Reaching for an item
Fetal / Neonatal	Intrapartum stillbirth	≤36+6 weeks
Fetal / Neonatal	Birth trauma	Fracture(s)
Fetal / Neonatal	Intrapartum stillbirth	≥37 weeks
Fetal / Neonatal	Birth trauma	Injury to brachial plexus including Erb's or Klumpke's paralysis
Fetal / Neonatal	Birth trauma	Laceration or abrasion
Fetal / Neonatal	Anoxic or hypoxic encephalopathy	Not Applicable
Fetal / Neonatal	Cord pH <7	Not Applicable
Fetal / Neonatal	Discharge of an infant to a wrong family	Not Applicable
Fetal / Neonatal	Feeding/Milk issue / Wrong EBM provided	Not Applicable
Fetal / Neonatal	Five-minute Apgar < 7 in a term baby =>37 weeks	Not Applicable
Fetal / Neonatal	Infection (e.g., group B strep)	Not Applicable
Fetal / Neonatal	Misplaced feeding tube	Not Applicable
Fetal / Neonatal	Neonatal Death	Not Applicable





Fetal / Neonatal	Neonatal hypothermia on admission <36.5	Not Applicable
Fetal / Neonatal	Neonatal seizure in term baby - repeated	Not Applicable
Fetal / Neonatal	Perinatal death unrelated to congenital condition with birth weight >2000grams	Not Applicable
Fetal / Neonatal	Perinatal/neonatal death	Not Applicable
Fetal / Neonatal	Peripheral IV insertion >2 attempts	Not Applicable
Fetal / Neonatal	Re-admission Jaundice	Not Applicable
Fetal / Neonatal	Re-admission to NICU with 24 hours of discharge	Not Applicable
Fetal / Neonatal	Re-admission weight loss	Not Applicable
Fetal / Neonatal	Seizure(s) unrelated to patient condition or diagnosis	Not Applicable
Fetal / Neonatal	Severe perinatal hyperbilirubinemia (Bilirubin >30 mg)	Not Applicable
Fetal / Neonatal	Sudden and unexpected post natal collapse	Not Applicable
Fetal / Neonatal	Undiagnosed fetal anomaly	Not Applicable
Fetal / Neonatal	Undiagnosed or untreated hyperbilirubinemia	Not Applicable
Fetal / Neonatal	Unexpected neonatal death	Not Applicable
Fetal / Neonatal	Unplanned admission to NICU =>37 weeks	Not Applicable
Fetal / Neonatal	Birth trauma	Other (please specify)





Fetal / Neonatal	Birth trauma	Subdural or cerebral hemorrhage
Fetal / Neonatal	Birth trauma	Subgaleal hemorrhage
Gynecology	IVF Related	Ectopic Pregnancy
Gynecology	IVF Related	High order pregnancies ≥ 3 as a result of any fertility treatment
Gynecology	IVF Related	Artificial insemination with wrong donor sperm or wrong egg
Gynecology	IVF Related	Laboratory Errors - Handling Issue
Gynecology	IVF Related	Laboratory Errors - Storage Issue
Gynecology	IVF Related	Laboratory Errors - Transfer Issue
Gynecology	IVF Related	Misidentification or mix-up of gametes or embryos
Gynecology	An event which may adversely influence the quality of safety of Gametes or embryos	Not Applicable
Gynecology	Any adverse event with an implantable device	Not Applicable
Gynecology	Damage to structures (ureter, bowel, vessel, uterus etc.)	Not Applicable
Gynecology	Delayed or missed Diagnosis (Ectopic Pregnancy)	Not Applicable





Gynecology	Fluid overload During operative hysteroscopy	Not Applicable
Gynecology	Missed Torsion of Ovarian cyst resulting in an oophorectomy	Not Applicable
Gynecology	Negative Laparoscopy/Laparotomy in suspected ectopic pregnancy	Not Applicable
Gynecology	Operative blood loss >1000mls	Not Applicable
Gynecology	Procedure Performed without consent (e.g. Removal of ovaries at hysterectomy)	Not Applicable
Gynecology	Return to theatre for bleeding following major gynecology surgery	Not Applicable
Gynecology	Ruptured Ectopic	Not Applicable
Gynecology	Unplanned Laparotomy	Not Applicable
Gynecology	Unplanned return to hospital with 30 days	Not Applicable
Gynecology	Unrecognized Urinary Retention	Not Applicable
Gynecology	Complication following miscarriage/abortion	Blood loss > 500 ml
Gynecology	IVF Related	Oocyte Retrieval Complications - Bleeding
Gynecology	IVF Related	Oocyte Retrieval Complications - Injury to other organ





Gynecology	IVF Related	Oocyte Retrieval Complications - Post-procedure Infection
Gynecology	IVF Related	Ovarian Hyperstimulation Syndrome (OHSS) - Treatment other facility
Gynecology	IVF Related	Ovarian Hyperstimulation Syndrome (OHSS) - Treatment in facility
Gynecology	Complication following miscarriage/abortion	Retained product of conception
Identification/Documentation/Consent/Confidentiality/Privacy	Consent	Consent - Incorrect form used
Identification/Documentation/Consent/Confidentiality/Privacy	Consent	Consent - Incorrect practice (completed in advance for an unplanned procedure)
Identification/Documentation/Consent/Confidentiality/Privacy	Consent	Consent - Missing / Incomplete
Identification/Documentation/Consent/Confidentiality/Privacy	Consent	Consent - Unsigned
Identification/Documentation/Consent/Confidentiality/Privacy	Consent	Consent - Wrong Procedure Listed





Identification/Documentation/Consent/Confidentiality/Privacy	Consent	Consent - Wrong Side/Site Listed
Identification/Documentation/Consent/Confidentiality/Privacy	Consent	Consent - Wrong Signature
Identification/Documentation/Consent/Confidentiality/Privacy	Documentation	Documentation - Altered
Identification/Documentation/Consent/Confidentiality/Privacy	Documentation	Documentation - Illegible
Identification/Documentation/Consent/Confidentiality/Privacy	Documentation	Documentation - Inappropriate
Identification/Documentation/Consent/Confidentiality/Privacy	Documentation	Documentation - Incomplete
Identification/Documentation/Consent/Confidentiality/Privacy	Documentation	Documentation - Incorrect
Identification/Documentation/Consent/Confidentiality/Privacy	Documentation	Documentation - Missing
Identification/Documentation/Consent/Confidentiality/Privacy	Documentation	Documentation - use of unapproved abbreviation
Identification/Documentation/Consent/Confidentiality/Privacy	Patient identification issues	No ID band





Identification/Documentation/Consent/Confidentiality/Privacy	Breach of Confidentiality (including release of information to wrong patient)	Not Applicable
Identification/Documentation/Consent/Confidentiality/Privacy	Confidentiality disclosure	Not Applicable
Identification/Documentation/Consent/Confidentiality/Privacy	Emergency Contact Incorrect/Invalid	Not Applicable
Identification/Documentation/Consent/Confidentiality/Privacy	Incomplete / incorrect chart entry / order entry information	Not Applicable
Identification/Documentation/Consent/Confidentiality/Privacy	Legal Guardian Papers not in chart	Not Applicable
Identification/Documentation/Consent/Confidentiality/Privacy	Legal Guardian Signature Missing	Not Applicable
Identification/Documentation/Consent/Confidentiality/Privacy	Others	Not Applicable
Identification/Documentation/Consent/Confidentiality/Privacy	Patient identification issues	Not Applicable
Identification/Documentation/Consent/Confidentiality/Privacy	Privacy inadequate	Not Applicable
Identification/Documentation/Consent/Confidentiality/Privacy	Records / chart incomplete	Not Applicable





Identification/Documentation/Consent/Confidentiality/Privacy	Records / chart unavailable	Not Applicable
Identification/Documentation/Consent/Confidentiality/Privacy	Patient identification issues	Patient ID- Wrong MRN
Identification/Documentation/Consent/Confidentiality/Privacy	Patient identification issues	Patient ID- Illegible
Identification/Documentation/Consent/Confidentiality/Privacy	Patient identification issues	Patient ID- Wrong DOB
Identification/Documentation/Consent/Confidentiality/Privacy	Patient identification issues	Patient ID- Wrong Gender
Identification/Documentation/Consent/Confidentiality/Privacy	Patient identification issues	Patient ID- Wrong Name
Identification/Documentation/Consent/Confidentiality/Privacy	Patient identification issues	Patient ID- Wrong Patient
Illness/injury	Not Applicable	Not Applicable
Infection Prevention and Control	Surgical site infection (SSI)	Deep incisional primary
Infection Prevention and Control	Surgical site infection (SSI)	Deep incisional secondary
Infection Prevention and Control	Other type of infection (not involving surgical site) that developed during admission	Eye, ear, nose, throat or mouth
Infection Prevention and Control	Other type of infection (not involving surgical site) that developed during admission	Gastrointestinal





Infection Prevention and Control	Other type of infection (not involving surgical site) that developed during admission	Lower respiratory tract (other than pneumonia)
Infection Prevention and Control	Antibiotic-associated diarrhea	Not Applicable
Infection prevention and control	Break in isolation / transmission precautions	Not Applicable
Infection prevention and control	Break in sterile technique	Not Applicable
Infection Prevention and Control	Colonization by antibiotic-resistant organism (e.g. MRSA, VRE)	Not Applicable
Infection Prevention and Control	Equipment cleaning issue	Not Applicable
Infection Prevention and Control	Food safety issue	Not Applicable
Infection prevention and control	Food safety issue	Not Applicable
Infection Prevention and Control	Hand Hygiene Compliance Issue	Not Applicable
Infection prevention and control	Hand hygiene not performed	Not Applicable
Infection prevention and control	Improper waste disposal	Not Applicable
Infection Prevention and Control	Incomplete IPC documentation	Not Applicable
Infection Prevention and Control	Incomplete IPC Handover	Not Applicable
Infection Prevention and Control	IPC communication issue	Not Applicable
Infection Prevention and Control	Isolation - Failure to Follow Protocol	Not Applicable





Infection prevention and control	Non compliance with sharps safety	Not Applicable
Infection Prevention and Control	Others	Not Applicable
Infection Prevention and Control	Patient Exposure - Blood/Body Fluid	Not Applicable
Infection Prevention and Control	Patient Exposure - Communicable Disease	Not Applicable
Infection Prevention and Control	Patient Exposure - Other Contaminated Material	Not Applicable
Infection Prevention and Control	Patient Exposure - Sharps Issue	Not Applicable
Infection prevention and control	Personal protective equipment not worn	Not Applicable
Infection Prevention and Control	PPE - Failure to Follow Protocol	Not Applicable
Infection prevention and control	Precautions not ordered or not communicated	Not Applicable
Infection prevention and control	Reuse of Single use Items	Not Applicable
Infection Prevention and Control	Single-Use Item Submitted for Reprocessing	Not Applicable
Infection Prevention and Control	Hospital Acquired Urinary tract infection (UTI)	Not catheter-associated
Infection Prevention and Control	Hospital Acquired Bloodstream infection (BSI)	Not central line-associated
Infection Prevention and Control	Hospital Acquired Pneumonia	Not ventilator-associated
Infection Prevention and Control	Surgical site infection (SSI)	Organ / space





Infection Prevention and Control	Other type of infection (not involving surgical site) that developed during admission	Other (please specify)
Infection Prevention and Control	Other type of infection (not involving surgical site) that developed during admission	Bone or joint
Infection Prevention and Control	Other type of infection (not involving surgical site) that developed during admission	Reproductive tract
Infection Prevention and Control	Other type of infection (not involving surgical site) that developed during admission	Skin or soft tissue
Infection Prevention and Control	Other type of infection (not involving surgical site) that developed during admission	Cardiovascular system
Infection Prevention and Control	Surgical site infection (SSI)	Stage unknown
Infection Prevention and Control	Hospital Acquired Urinary tract infection (UTI)	Catheter-associated (CAUTI)
Infection Prevention and Control	Surgical site infection (SSI)	Superficial incisional primary
Infection Prevention and Control	Surgical site infection (SSI)	Superficial incisional secondary
Infection Prevention and Control	Other type of infection (not involving surgical site) that developed during admission	Systemic
Infection Prevention and Control	Hospital Acquired Bloodstream infection (BSI)	Central line-associated (CLABSI)
Infection Prevention and Control	Other type of infection (not involving surgical site) that developed during admission	Central nervous system





Infection Prevention and Control	Hospital Acquired Pneumonia	Ventilator-associated (VAP)
Laboratory	Post-Analytic	Corrected Report
Laboratory	Post-Analytic	Corrected report call not called or notified
Laboratory	Pre-Analytic	Accessioning Error
Laboratory	Analytic	Accuracy: Discrepant result/Suspicious result
Laboratory	Analytic	Delayed TAT
Laboratory	Post-Analytic	Delayed TAT
Laboratory	Pre-Analytic	Descriptions of the containers and any necessary additives not followed
Laboratory	Analytic	Equipment malfunction
Laboratory	Analytic	Expired reagent used
Laboratory	Post-Analytic	Amendment results without reason
Laboratory	Non-Technical	Finance - Accounts Issue
Laboratory	Non-Technical	Finance - Billing problems, bill incorrect, credits not applied
Laboratory	Non-Technical	Finance - General
Laboratory	Non-Technical	Finance - Payment issues
Laboratory	Pre-Analytic	Identity of the person collecting the primary sample not identified
Laboratory	Pre-Analytic	Improper Handling of Sample





Laboratory	Pre-Analytic	Improperly labeled (wrong non-patient identifiers)
Laboratory	Pre-Analytic	Inappropriate POCT test requisition performed by staff
Laboratory	Pre-Analytic	Incorrect patient or sample identification
Laboratory	Post-Analytic	Incorrect result transcribed/Data entry error
Laboratory	Pre-Analytic	Incorrect storage or handling temperature
Laboratory	Pre-Analytic	incorrect storage prior to analysis
Laboratory	Post-Analytic	insufficient clinical indications
Laboratory	Analytic	Insufficient information related to the instruction of use
Laboratory	Pre-Analytic	Insufficient sample volume
Laboratory	Analytic	Inter-laboratory Comparison Problem
Laboratory	Analytic	Lab Error - Specimen mispour/thawed inappropriately/n ot aliquoted
Laboratory	Pre-Analytic	Label does not match requisition
Laboratory	Pre-Analytic	Labeling Issue - Wrong patient
Laboratory	Pre-Analytic	Labeling Issue - Illegible





Laboratory	Pre-Analytic	Labeling Issue - Missing Info on Label
Laboratory	Pre-Analytic	Labeling Issue - Specimen Mislabeled
Laboratory	Pre-Analytic	Labeling Issue - Specimen Unlabeled
Laboratory	Pre-Analytic	Labeling Issue - Two different patient labels on the same sample
Laboratory	Pre-Analytic	Labeling Issue - Two samples labeled with same accession number received on different times
Laboratory	Non-Technical	Logistics - Delay in supply and/or sample delivery
Laboratory	Non-Technical	Logistics - General
Laboratory	Non-Technical	Logistics - Missed Pickups, late pickups, samples missed in transportation
Laboratory	Pre-Analytic	Lost or miss labelling of primary samples
Laboratory	Pre-Analytic	Lost Specimen
Laboratory	Analytic	Lost Specimen in lab
Laboratory	Analytic	lot to lot not performed for reagent accuracy
Laboratory	Analytic	biological refrence range changed without notification or not defined
Laboratory	Analytic	No proper training for staff in handling lab equipment





Laboratory	Pre-Analytic	Ordering Issue - duplicate orders
Laboratory	Pre-Analytic	Ordering Issue - No Order
Laboratory	Pre-Analytic	Ordering Issue - order canceled after collection
Laboratory	Pre-Analytic	Ordering Issue - Order Cancelled in EMR
Laboratory	Pre-Analytic	Ordering Issue - Order Not Released from EMR/Transmission issue
Laboratory	Pre-Analytic	Ordering Issue - Ordered in wrong encounter
Laboratory	Pre-Analytic	Ordering Issue - Wrong Patient
Laboratory	Pre-Analytic	Ordering Issue - Wrong Test Ordered
Laboratory	Pre-Analytic	Ordering Issue - cross stability for add on test
Laboratory	Non-Technical	Other (please specify)
Laboratory	Post-Analytic	Other (please specify)
Laboratory	Analytic	Other (please specify)
Laboratory	Pre-Analytic	Other (please specify)
Laboratory	Post-Analytic	Patient report not uploaded
Laboratory	Analytic	Patient results released even IQC failed
Laboratory	Pre-Analytic	Patient specimen identification
Laboratory	Analytic	Procedure not followed during examination





Laboratory	Analytic	Process - Deviation From Standard Operating Procedure
Laboratory	Post-Analytic	Process - Deviation From Standard Operating Procedure
Laboratory	Analytic	QC Issues
Laboratory	Analytic	QC-Invalid run/QC Failure/Stability Issue
Laboratory	Analytic	Reagent problems
Laboratory	Pre-Analytic	Rejection criteria not followed
Laboratory	Post-Analytic	Report does not contain reference value
Laboratory	Post-Analytic	Reporting Issue - Critical Value Call Not Documented
Laboratory	Post-Analytic	Reporting Issue - Critical Value Delayed
Laboratory	Post-Analytic	Reporting Issue - Critical Value Not Called
Laboratory	Post-Analytic	Reporting Issue - Critical Value not taken from physician or nurse
Laboratory	Pre-Analytic	Requisition - Incomplete/Incorrect form
Laboratory	Pre-Analytic	Requisition - RIQ Process Not Followed/Uploaded
Laboratory	Post-Analytic	Result delay due to





		transmission/interface issue
Laboratory	Post-Analytic	Result not reviewed before release
Laboratory	Post-Analytic	Results - Delayed
Laboratory	Pre-Analytic	Calibration out of control
Laboratory	Post-Analytic	Results - Incorrect
Laboratory	Post-Analytic	Results - Posted to Wrong Patient
Laboratory	Pre-Analytic	Safe disposal of materials used in the collection process not followed
Laboratory	Non-Technical	Sales - General
Laboratory	Non-Technical	Sales - Sales Executive does not call, not responsive
Laboratory	Analytic	Calibration/QC related issue
Laboratory	Pre-Analytic	Special timing of collection not maintained
Laboratory	Pre-Analytic	Specimen Distribution - Frozen specimen get thawed during delivery to processing section
Laboratory	Analytic	Specimen Handling Issue during Test Run
Laboratory	Analytic	Specimen mismatch
Laboratory	Pre-Analytic	Specimen Processing - Aliquot tube mislabeled or unlabeled in lab





Laboratory	Pre-Analytic	Specimen Processing - Error when logging in specimen
Laboratory	Pre-Analytic	Specimen Processing - Loss, breakage, or compromise in lab
Laboratory	Pre-Analytic	Specimen Processing - missed required test to complete the main test
Laboratory	Pre-Analytic	Specimen Processing - Patient demographic or detail incorrect/ Wrong patient
Laboratory	Pre-Analytic	Specimen Processing - Pneumatic Tube Broken
Laboratory	Pre-Analytic	Specimen Processing - Pneumatic Tube Delayed
Laboratory	Pre-Analytic	Specimen Processing - Pneumatic Tube Leaked
Laboratory	Pre-Analytic	Specimen Processing - Pneumatic Tube Lost
Laboratory	Pre-Analytic	Specimen Processing - Specimen Delayed Delivery
Laboratory	Pre-Analytic	Specimen Processing - Specimen Not Aliquoted Between Sections





Laboratory	Pre-Analytic	Specimen Processing - Specimen Not Delivered
Laboratory	Pre-Analytic	Specimen Processing - Specimen Not Received
Laboratory	Pre-Analytic	Specimen Processing - Test Missed/ Incomplete Order/ Wrong Order
Laboratory	Pre-Analytic	Specimen Processing - Test performed does not match order
Laboratory	Pre-Analytic	Specimen swapping
Laboratory	Pre-Analytic	Stabilization and proper storage conditions not maintained
Laboratory	Non-Technical	Technical Support - RIQ Notification to client issue
Laboratory	Non-Technical	Technical Support - Delayed communication/no response
Laboratory	Non-Technical	Technical Support - Directory of Services is not clear, hard to use, wrong entries
Laboratory	Non-Technical	Technical Support - General





Laboratory	Non-Technical	Technical Support - Phones at NRL facilities are not answered in a timely fashion
Laboratory	Non-Technical	Technical Support - Representative is not helpful/unprofessional/rude
Laboratory	Pre-Analytic	Temperature interval specified for sample collection and handling not followed
Laboratory	Analytic	Test Missed to be performed
Laboratory	Pre-Analytic	Type and amount of the primary sample to be collected not maintained
Laboratory	Pre-Analytic	Unavailability Primary sample collection instruction
Laboratory	Non-Technical	Client related issue
Laboratory	Pre-Analytic	Clinical information (e.g. history of administration of drugs) that affect examination performance or result interpretation not provided
Laboratory	Analytic	verification of examination methods/device (not validated)
Laboratory	Pre-Analytic	Collection Issue - Artery vs Vein





Laboratory	Pre-Analytic	Wrong filling of strips or cartridge that result in suppressing results and giving error codes
Laboratory	Pre-Analytic	Wrong order of collecting samples
Laboratory	Pre-Analytic	wrong pateint/ encounter
Laboratory	Pre-Analytic	Collection Issue - Collection Issue - Specimen for Culture Collected after Antibiotic Started
Laboratory	Pre-Analytic	Wrong source and site of sample
Laboratory	Pre-Analytic	Collection Issue - Contaminated Specimen
Laboratory	Pre-Analytic	Collection Issue - Delayed
Laboratory	Pre-Analytic	Collection Issue - From Mastectomy Arm
Laboratory	Pre-Analytic	Collection Issue - From Shunt/Fistula
Laboratory	Pre-Analytic	Collection Issue - Hematoma
Laboratory	Pre-Analytic	Collection Issue - Improper anticoagulant and blood ratio
Laboratory	Pre-Analytic	Collection Issue - Leakage sample
Laboratory	Pre-Analytic	Collection Issue - missed collection (e.g. of unable to collect TS on specified time;





		order not activated)
Laboratory	Pre-Analytic	Collection Issue - Needle Left in Bed
Laboratory	Pre-Analytic	Collection Issue - Not labeled in presence of patient
Laboratory	Pre-Analytic	Collection Issue - Patient injury (e.g. tourniquet left on, nerve damage, etc)
Laboratory	Pre-Analytic	Collection Issue - Quantity Not Sufficient/Underfilled
Laboratory	Pre-Analytic	Collection Issue - Sample Clotted
Laboratory	Pre-Analytic	Collection Issue - Sample Hemolyzed
Laboratory	Pre-Analytic	Collection Issue - Sample Not Collected
Laboratory	Pre-Analytic	Collection Issue - Specimen leaked
Laboratory	Pre-Analytic	Collection Issue - Tourniquet Left on
Laboratory	Pre-Analytic	Collection Issue - Tube Overfilled
Laboratory	Pre-Analytic	Collection Issue - Wrong Container
Laboratory	Pre-Analytic	Collection Issue - Wrong Patient





Laboratory	Pre-Analytic	Collection Issue - no additional or second sample collected
Laboratory	Pre-Analytic	Collection Issue - wrong container
Maternal	Hemorrhage	>1500 mls
Maternal	Infection	Episiotomy Infection
Maternal	Violation of the National Breastmilk Code/Policy	Formula without consent
Maternal	Violation of the National Breastmilk Code/Policy	Formula without Physican Order
Maternal	Unplanned Return to OR	Antenatal
Maternal	Unattended delivery	In the facility
Maternal	Delay in Care	Induction of Labour
Maternal	Delay in Care	Augmentation
Maternal	Hemorrhage	Massive Obstetric Hemorrhage >2000 ltrs
Maternal	Injury to body part or organ	Bladder
Maternal	Abruption placenta	Not Applicable
Maternal	Amniotic fluid embolism	Not Applicable
Maternal	Confirmed maternal sepsis	Not Applicable
Maternal	Cord prolapse	Not Applicable
Maternal	Magnesium toxicity	Not Applicable
Maternal	Maternal death	Not Applicable
Maternal	Miscarriage within 2 weeks of an invasive or diagnostic Procedure	Not Applicable
Maternal	Others	Not Applicable
Maternal	Postpartum hysterectomy / laparotomy	Not Applicable





Maternal	Retained placenta	Not Applicable
Maternal	Second Stage Cesarean Section	Not Applicable
Maternal	Second Stage of labor more than 4 hours	Not Applicable
Maternal	Seizure - Eclamptic	Not Applicable
Maternal	Sequential Instrumental Delivery	Not Applicable
Maternal	Shoulder dystocia	Not Applicable
Maternal	Undiagnosed breech in labor	Not Applicable
Maternal	Undiagnosed Small Gestational Age - SGA	Not Applicable
Maternal	Unplanned Postnatal Readmission	Not Applicable
Maternal	Unrecognized Urinary Retention	Not Applicable
Maternal	Unsuccessful instrumental delivery / >3 attempts at Kiwi delivery	Not Applicable
Maternal	Unsuccessful vaginal operative delivery resulting in cesarean section	Not Applicable
Maternal	Unsuccessful VBAC	Not Applicable
Maternal	Infection	Other (please specify)
Maternal	Injury to body part or organ	Other (please specify)
Maternal	Violation of the National Breastmilk Code/Policy	Other (please specify)
Maternal	Seizure	Other Seizure
Maternal	Unattended delivery	Born Before Arrival
Maternal	Injury to body part or organ	Bowel





Maternal	Injury to body part or organ	3rd or 4th degree perineal tear
Maternal	Infection	Surgical Site Infection
Maternal	Infection	Chorioamnionitis
Maternal	Infection	Undiagnosed Group B Strep
Maternal	Infection	Undiagnosed Group B Strep
Maternal	Maternal Unplanned Return to OR	Upto 6 weeks Postnatal
Maternal	Injury to body part or organ	Ureter
Maternal	Injury to body part or organ	Uterine rupture
Maternal	Infection	Confirmed maternal sepsis
Medical device	Device therapeutic failures	Defective Manufacturing
Medical device	Device therapeutic failures	Defective Manufacturing
Medical device	Device therapeutic failures	Design Flaws
Medical device	Device therapeutic failures	Design Flaws
Medical device	Device product quality issues	Design issue
Medical device	Device product quality issues	Design issue
Medical device	Device adverse event	Device
Medical device	Device adverse event	Device
Medical device	Device product quality issues	Device end of service issue
Medical device	Device product quality issues	Device end of service issue
Medical device	Device therapeutic failures	Device end of service issue
Medical device	Device therapeutic failures	Device end of service issue
Medical device	Device therapeutic failures	Device Malfunction During Critical Procedures





Medical device	Device therapeutic failures	Device Malfunction During Critical Procedures
Medical device	Device therapeutic failures	Environmental
Medical device	Device therapeutic failures	Environmental
Medical device	Device therapeutic failures	Failure to Adhere to Protocols
Medical device	Device therapeutic failures	Failure to Adhere to Protocols
Medical device	Device therapeutic failures	Failure to Follow Instructions
Medical device	Device therapeutic failures	Failure to Follow Instructions
Medical device	Device use errors	Failure to Monitor Device Performance
Medical device	Device use errors	Failure to Monitor Device Performance
Medical device	Environmental	Gas
Medical device	Environmental	Gas
Medical device	Device therapeutic failures	Human error
Medical device	Device use errors	Human error
Medical device	Device therapeutic failures	Human error
Medical device	Device use errors	Human error
Medical device	Environmental	Humidity and temperature
Medical device	Environmental	Humidity and temperature
Medical device	Device therapeutic failures	Improper calibration
Medical device	Device therapeutic failures	Improper calibration
Medical device	Device therapeutic failures	Improper Device Assembly
Medical device	Device therapeutic failures	Improper Device Assembly
Medical device	Device therapeutic failures	Improper Device Calibration
Medical device	Device therapeutic failures	Improper Device Calibration





Medical device	Device adverse event	Improper device handling and causing physical Damage
Medical device	Device adverse event	Improper device handling and causing physical Damage
Medical device	Device use errors	improper setup the machine
Medical device	Device use errors	Improper setup the machine
Medical device	Device therapeutic failures	Inadequate Device Maintenance
Medical device	Device therapeutic failures	Inadequate Device Maintenance
Medical device	Device product quality issues	Inadequate Durability
Medical device	Device product quality issues	Inadequate Durability
Medical device	Device use errors	Inadequate Patient Interaction
Medical device	Device use errors	Inadequate Patient Interaction
Medical device	Device use errors	Inadequate training
Medical device	Device use errors	Inadequate training
Medical device	Device therapeutic failures	Inappropriate Device Selection
Medical device	Device therapeutic failures	Inappropriate Device Selection
Medical device	Device therapeutic failures	Incompatibility with Other Treatments
Medical device	Device therapeutic failures	Incompatibility with Other Treatments
Medical device	Device therapeutic failures	Incorrect Device Operation





Medical device	Device therapeutic failures	Incorrect Device Operation
Medical device	Device therapeutic failures	Incorrect Device Settings
Medical device	Device therapeutic failures	Incorrect Device Settings
Medical device	Device therapeutic failures	Incorrect Dosage Delivery
Medical device	Device use errors	incorrect dosage delivery
Medical device	Device therapeutic failures	Incorrect Dosage Delivery
Medical device	Device use errors	Incorrect dosage delivery
Medical device	Device therapeutic failures	lack of knowledge
Medical device	Device therapeutic failures	Lack of knowledge
Medical device	Device product quality issues	Biocompatibility Issues
Medical device	Device therapeutic failures	Biocompatibility Issues
Medical device	Device product quality issues	Biocompatibility Issues
Medical device	Device therapeutic failures	Biocompatibility Issues
Medical device	Device therapeutic failures	Maintenance and Calibration Failures
Medical device	Device therapeutic failures	Maintenance and Calibration Failures
Medical device	Device use errors	Misinterpretation of Data
Medical device	Device therapeutic failures	Misinterpretation of Data
Medical device	Device therapeutic failures	Misinterpretation of Data
Medical device	Device use errors	Misinterpretation of Data
Medical device	Device therapeutic failures	Monitoring
Medical device	Device therapeutic failures	Monitoring
Medical device	Environmental	Monitoring
Medical device	Environmental	Monitoring





Medical device	Device use errors	Neglecting Maintenance Procedures
Medical device	Device use errors	Neglecting Maintenance Procedures
Medical device	Broken item(s)	Not Applicable
Medical device	Clinical alarms issues	Not Applicable
Medical device	Disconnected	Not Applicable
Medical device	Electrical problem	Not Applicable
Medical device	Equipment malfunction	Not Applicable
Medical device	Equipment Misuse	Not Applicable
Medical device	Equipment not working / missing	Not Applicable
Medical device	Equipment unavailable / ordered, not received	Not Applicable
Medical device	Equipment wrong or inadequate	Not Applicable
Medical device	Improper Storage	Not Applicable
Medical device	Incorrectly prepared/assembled/Incorrect Connections	Not Applicable
Medical device	Labeling error	Not Applicable
Medical device	Operator training or knowledge problem	Not Applicable
Medical device	Outdated item(s) / equipment maintenance overdue	Not Applicable
Medical device	Sterilization problem	Not Applicable
Medical device	Used after product recall	Not Applicable
Medical device	Others	Not Applicable
Medical device	Device product quality issues	Not installed New Software versions/ Patches





Medical device	Device product quality issues	Not installed New Software versions/ Patches
Medical device	Device product quality issues	Packaging Deficiencies
Medical device	Device therapeutic failures	Packaging Deficiencies
Medical device	Device product quality issues	Packaging Deficiencies
Medical device	Device therapeutic failures	Packaging Deficiencies
Medical device	Device therapeutic failures	Product shortage
Medical device	Device therapeutic failures	Product shortage
Medical device	Device product quality issues	Recommended deterioration
Medical device	Device product quality issues	Recommended deterioration
Medical device	Device product quality issues	Regulatory Non- Compliance
Medical device	Device therapeutic failures	Regulatory Non- Compliance
Medical device	Device product quality issues	Regulatory Non- Compliance
Medical device	Device therapeutic failures	Regulatory Non- Compliance
Medical device	Device product quality issues	Software Errors
Medical device	Device therapeutic failures	Software Errors
Medical device	Device product quality issues	Software Errors
Medical device	Device therapeutic failures	Software Errors
Medical device	Device therapeutic failures	3rd party low quality consumables
Medical device	Device therapeutic failures	3rd party low quality consumables
Medical device	Device product quality issues	Sterilization Issues
Medical device	Device therapeutic failures	Sterilization Issues
Medical device	Device product quality issues	Sterilization Issues





Medical device	Device therapeutic failures	Sterilization Issues
Medical device	Environmental	storage
Medical device	Environmental	Storage
Medical device	Device adverse event	Supplies - Lots
Medical device	Device adverse event	Supplies - Lots
Medical device	Device adverse event	User
Medical device	Device adverse event	User
Medical device	Device therapeutic failures	User Error in Device Operation
Medical device	Device therapeutic failures	User Error in Device Operation
Medical device	Device adverse event	Using Expired Controls/ Chemicals
Medical device	Device adverse event	Using Expired Controls/ Chemicals
Medical device	Device use errors	Using Expired or Damaged Devices
Medical device	Device use errors	Using Expired or Damaged Devices
Medical device	Device therapeutic failures	Using inappropriate cleaning materials
Medical device	Device therapeutic failures	Using inappropriate cleaning materials
Medical device	Device therapeutic failures	Using non compatible (Duplicate) Spare Parts
Medical device	Device therapeutic failures	Using non compatible (Duplicate) Spare Parts
Medical device	Environmental	Utility Failure
Medical device	Environmental	Utility Failure





Medical device	Device therapeutic failures	Wrong accessories
Medical device	Device use errors	Wrong accessories
Medical device	Device use errors	Wrong accessories
Medical device	Device therapeutic failures	wrong accessories
Medical device	Device use errors	wrong accessories
Medical device	Device use errors	wrong accessories
Medical device	Device therapeutic failures	Component Failures
Medical device	Device therapeutic failures	Component Failures
Medication Error	Prescribing	Incorrect drug
Medication Error	Prescribing	Incorrect Patient
Medication Error	Prescribing	Incorrect dose (overdose/ underdose)
Medication Error	Prescribing	Incorrect Frequency
Medication Error	Prescribing	Incorrect strength / concentration
Medication Error	Prescribing	Incorrect dosage form
Medication Error	Prescribing	Incorrect duration of therapy
Medication Error	Prescribing	Contraindication including known allergy
Medication Error	Prescribing	Therapeutic duplication
Medication Error	Prescribing	Medication without indication
Medication Error	Prescribing	Dose omitted or delayed
Medication Error	Prescribing	Incorrect time of dose administration
Medication Error	Prescribing	Incorrect route of administration





Medication Error	Prescribing	Incorrect rate (too fast/ too slow)
Medication Error	Prescribing	Drug interaction
Medication Error	Prescribing	Unauthorized drug
Medication Error	Prescribing	Other (please specify)
Medication Error	Dispensing	Incorrect drug
Medication Error	Dispensing	Incorrect Patient
Medication Error	Dispensing	Incorrect dose (overdose/ underdose)
Medication Error	Dispensing	Incorrect Frequency
Medication Error	Dispensing	Incorrect strength / concentration
Medication Error	Dispensing	Incorrect dosage form
Medication Error	Dispensing	Incorrect duration of therapy
Medication Error	Dispensing	Contraindication including known allergy
Medication Error	Dispensing	Therapeutic duplication
Medication Error	Dispensing	Dose omitted or delayed
Medication Error	Dispensing	Incorrect route of administration
Medication Error	Dispensing	Expired drug
Medication Error	Dispensing	Drug interaction
Medication Error	Dispensing	Incorrect labelling
Medication Error	Dispensing	Unauthorized drug
Medication Error	Dispensing	Wrong quantity
Medication Error	Dispensing	Poor quality
Medication Error	Dispensing	Deteriorated drug





Medication Error	Dispensing	Delayed Medication Delivery
Medication Error	Dispensing	Delivered to wrong location
Medication Error	Dispensing	Other (please specify)
Medication Error	Administration	Incorrect drug
Medication Error	Administration	Incorrect Patient
Medication Error	Administration	Incorrect dose (overdose/ underdose)
Medication Error	Administration	Incorrect Frequency
Medication Error	Administration	Incorrect strength / concentration
Medication Error	Administration	Incorrect dosage form
Medication Error	Administration	Dose omitted or delayed
Medication Error	Administration	Incorrect time of dose administration
Medication Error	Administration	Incorrect route of administration
Medication Error	Administration	Incorrect rate
Medication Error	Administration	Incorrect administration technique
Medication Error	Administration	Expired drug
Medication Error	Administration	Poor quality
Medication Error	Administration	Barcode was not scanned before drug administration
Medication Error	Administration	Barcode scanner failed
Medication Error	Administration	Communication order did not reach the nurse
Medication Error	Administration	Calculation Error
Medication Error	Administration	Device Failure





Medication Error	Administration	Other (please specify)
Medication Error	Preparing	Incorrect drug
Medication Error	Preparing	Incorrect Patient
Medication Error	Preparing	Incorrect dose (overdose/ underdose)
Medication Error	Preparing	Incorrect Frequency
Medication Error	Preparing	Incorrect strength / concentration
Medication Error	Preparing	Incorrect dosage form
Medication Error	Preparing	Incorrect drug preparation (incorrect dilution / reconstitution techniques, contamination during preparation , incompatible compounding)
Medication Error	Preparing	Expired drug
Medication Error	Preparing	Incorrect labelling
Medication Error	Preparing	Wrong quantity
Medication Error	Preparing	Poor quality
Medication Error	Preparing	Calculation Error
Medication Error	Preparing	Other (please specify)
Medication Error	Monitoring	Incorrect drug
Medication Error	Monitoring	Incorrect Patient
Medication Error	Monitoring	Contraindication including known allergy
Medication Error	Monitoring	Drug interaction
Medication Error	Monitoring	Drug-Food interaction
Medication Error	Monitoring	Monitoring error Clinical or laboratory





Medication Error	Monitoring	Dose not adjusted as indicated
Medication Error	Monitoring	Wrong Documentation
Medication Error	Monitoring	Failure to reassess therapy duration
Medication Error	Monitoring	Other (please specify)
Medication Error	Medication reconciliation	Incorrect drug
Medication Error	Medication reconciliation	Incorrect Patient
Medication Error	Medication reconciliation	Incorrect dose (overdose/ underdose)
Medication Error	Medication reconciliation	Incorrect Frequency
Medication Error	Medication reconciliation	Incorrect strength / concentration
Medication Error	Medication reconciliation	Incorrect dosage form
Medication Error	Medication reconciliation	Incorrect duration of therapy
Medication Error	Medication reconciliation	Contraindication including known allergy
Medication Error	Medication reconciliation	Therapeutic duplication
Medication Error	Medication reconciliation	Medication without indication
Medication Error	Medication reconciliation	Dose omitted or delayed
Medication Error	Medication reconciliation	Incorrect time of dose administration
Medication Error	Medication reconciliation	Incorrect route of administration
Medication Error	Medication reconciliation	Incorrect rate (too fast/ too slow)
Medication Error	Medication reconciliation	Expired drug





Medication Error	Medication reconciliation	Drug interaction
Medication Error	Medication reconciliation	Incorrect labelling
Medication Error	Medication reconciliation	Unauthorized drug
Medication Error	Medication reconciliation	Wrong quantity
Medication Error	Medication reconciliation	Not Completed
Medication Error	Medication reconciliation	Other (please specify)
Medication Error	Storage	Incorrect drug
Medication Error	Storage	Expired drug
Medication Error	Storage	Wrong storage
Medication Error	Storage	Deteriorated drug
Medication Error	Storage	Other (please specify)
Medication Error	Procurement	Look alike packaging
Medication Error	Procurement	Wrong Packaging
Medication Error	Procurement	Drug Shortage
Medication Error	Procurement	Drug Recall
Medication Error	Procurement	Non-formulary drug shortage
Medication Error	Procurement	Supplier supplied incorrect medication
Medication Error	Procurement	Supplier service Issue
Medication Error	Procurement	Other (please specify)
Medication Error	Procurement	Product Quality
Medication Error	Procurement	Short Expiry Date
Medication Error	Patient Factors	Patient own medication supply
Medication Error	Patient Factors	Patient medication adherence
Medication Error	Patient Factors	Patient unavailable





Medication Error	Patient Factors	Wrong Medication history provided by patient
Medication Error	Patient Factors	Other (please specify)
Medication Error	Patient Factors	Patient Information Missing (i.e. allergies, lab values, weight, etc.)
Medication Error	Patient Factors	Lack of Patient Education
Medication Error	Patient Factors	Patient Comorbidities
Medication Error	Other medication error	Poor quality
Medication Error	Other medication error	Device malfunction/defect
Medication Error	Other medication error	Wrong Documentation
Medication Error	Other medication error	Wasted Drug
Medication Error	Other medication error	Other (please specify)
Medication Error	Adverse Drug Reaction	Other (please specify)
Medication Error	Adverse Event Following Immunization	Other (please specify)
Other	Not Applicable	Not Applicable
Other	Not Applicable	Not Applicable
POCT	Post analytic	Critical value reporting/Failure to act on result
POCT	Analytic	Data Processing Error





POCT	Analytic	Data Processing Error - Connectivity problems between devices and the laboratory information system (LIS)
POCT	Analytic	Data Processing Error - Interruptions in data transmission
POCT	Analytic	Data Processing Error - software malfunctions
POCT	Analytic	Data/Instrument Management - Data corruption
POCT	Analytic	Data/Instrument Management - Improper data management practices
POCT	Analytic	Data/Instrument Management - Incorrect setup
POCT	Analytic	Data/Instrument Management - Result generation
POCT	Analytic	Data/Instrument Management - Result validation
POCT	Analytic	Device Malfunction
POCT	Pre-Analytic	Documentation





POCT	Analytic	Documentation - Configuration of analytical instruments
POCT	Analytic	Documentation - Failure to document quality control procedures
POCT	Analytic	Documentation - Incomplete or missing records of the analytical process
POCT	Analytic	Documentation - Incorrect recording of test results
POCT	Analytic	Documentation - Non-compliance with documentation standards
POCT	Analytic	Environmental Interference
POCT	Pre-Analytic	Inadequate Patient Preparation
POCT	Pre-Analytic	Instrument/ Workflow
POCT	Post analytic	IT systems - Data corruption
POCT	Post analytic	IT systems - Delay
POCT	Post analytic	IT systems - Errors in data transmission (EMR)
POCT	Post analytic	IT systems - Functionality
POCT	Post analytic	IT systems - Interpretation and reporting
POCT	Post analytic	IT systems - Loss of test results





POCT	Post analytic	IT systems - Problems with automated result
POCT	Post analytic	IT systems - Reliability
POCT	Pre-Analytic	IT Systems and Data Integrity
POCT	Others	Not Applicable
POCT	Analytic	Operator Error
POCT	Pre-Analytic	Operator Related
POCT	Post analytic	Other result reporting
POCT	Pre-Analytic	Patient Misidentification
POCT	Pre-Analytic	Patient specimen identification
POCT	Pre-Analytic	Process - Deviation From Standard Operating Procedure
POCT	Analytic	Quality Control Failure
POCT	Pre-Analytic	Reagent
POCT	Analytic	Reagents /Consumables Issues
POCT	Post analytic	Report formatting
POCT	Post analytic	Report formatting - Delays in retrieving results when needed for clinical decision-making
POCT	Post analytic	Report formatting - Difficulties in accessing stored reports
POCT	Post analytic	Report formatting - failure to adhere





		to standardized report formats
POCT	Post analytic	Report formatting - formatting errors that cause misinterpretation
POCT	Post analytic	Report formatting - Incomplete or inaccurate recording of results
POCT	Post analytic	Report formatting - Incorrect data alignment
POCT	Post analytic	Report formatting - Lost or misplaced reports
POCT	Post analytic	Report formatting - mislabeling of test results
POCT	Post analytic	Report recording/retrieval
POCT	Post analytic	Report recording/retrieval - Failures in the recording
POCT	Post analytic	Result validation
POCT	Pre-Analytic	Sample collection error
POCT	Pre-Analytic	Sample Integrity
POCT	Pre-Analytic	Specimen collection
POCT	Pre-Analytic	Specimen evaluation
POCT	Pre-Analytic	Test ordering
POCT	Pre-Analytic	Test Request Documentation
POCT	Analytic	Communication





POCT	Post analytic	Communication
POCT	Pre-Analytic	Communication
Provision of care	Discharge	Delay in discharge
Provision of care	Referral	Delay in Scheduling
Provision of care	Referral	Delay in Service
Provision of care	Monitoring	Delay/Lack of Response to Patient Condition
Provision of care	Assessment issues	Delayed
Provision of care	Diagnosis issues	Delayed diagnosis
Provision of care	Diagnosis issues	Diagnosis changed
Provision of care	Discharge	Discharge against medical advice - Patient did not sign AMA form
Provision of care	Discharge	Discharge against medical advice - Patient signed AMA form
Provision of care	Discharge	Discharge against medical advice - Unknown/other (specify)
Provision of care	Treatment	Failure to Follow Physician Order
Provision of care	Monitoring	Failure to monitor
Provision of care	Treatment	Failure to Obtain Appropriate Assistance
Provision of care	Discharge	Failure to return from 'Out on pass'
Provision of care	Assessment issues	Inaccurate
Provision of care	Discharge	Inappropriate Discharge
Provision of care	Assessment issues	Incomplete





Provision of care	Diagnosis issues	Incorrect diagnosis
Provision of care	Discharge	Left before visit completed (ED / UCC / Outpatient)
Provision of care	Discharge	Left without being seen by physician (ED / UCC / Outpatient)
Provision of care	Diagnosis issues	Missed diagnosis
Provision of care	Monitoring	Monitoring error
Provision of care	Artificial insemination with wrong donor sperm or wrong egg	Not Applicable
Provision of care	Others	Not Applicable
Provision of care	Patient Escort Issue	Not Applicable
Provision of Care	Patient refusal of diagnostic/therapeutic recommendations/interventions	Not Applicable
Provision of care	Slow/No Response to Call Light/Bell	Not Applicable
Provision of care	Assessment issues	Not done
Provision of care	Discharge	Premature discharge
Provision of care	Treatment	Refusal of personal care
Provision of care	Treatment	Refusal of treatment / therapy
Provision of care	Referral	Report Unavailable Or Delayed
Provision of care	Restraint / Seclusion	Restraint Related Event
Provision of care	Restraint / Seclusion	Restraint-related injury / death





Provision of care	Restraint / Seclusion	Seclusion injury / death
Provision of care	Treatment	Timeliness of Response to Order
Provision of care	Treatment	Treatment - Delayed
Provision of care	Treatment	Treatment - Inappropriate
Provision of care	Treatment	Treatment - Incorrectly Performed
Provision of care	Treatment	Treatment - No Order for Treatment
Provision of care	Treatment	Treatment - Unordered Treatment Performed
Provision of care	Treatment	Treatment - Wrong Patient
Provision of care	Unplanned admission / return / transfer	Unplanned admission
Provision of care	Unplanned admission / return / transfer	Unplanned readmission
Provision of care	Unplanned admission / return / transfer	Unplanned return to ED in 72 hours requiring admission
Provision of care	Unplanned admission / return / transfer	Unplanned Return to ICU/NICU/PICU within 24 hours of transfer
Provision of care	Unplanned admission / return / transfer	Unplanned surgery
Provision of care	Unplanned admission / return / transfer	Unplanned transfer to Acute Care Setting
Provision of care	Unplanned admission / return / transfer	Unplanned Transfer to Emergency Department





Provision of care	Unplanned admission / return / transfer	Unplanned transfer to ICU
Provision of care	Unplanned admission / return / transfer	Unplanned transfer to ICU within 24 hours of surgery / procedure
Safeguarding	Vulnerable Adult	Domestic violence
Safeguarding	Vulnerable Child	Domestic violence
Safeguarding	Vulnerable Adult	Emotional abuse
Safeguarding	Vulnerable Child	Emotional abuse
Safeguarding	Vulnerable Adult	Leaving against medical advice (LAMA)
Safeguarding	Vulnerable Child	Leaving against medical advice (LAMA)
Safeguarding	Vulnerable Adult	Neglect
Safeguarding	Vulnerable Child	Neglect
Safeguarding	Others	Not Applicable
Safeguarding	Vulnerable Adult	Other (please specify)
Safeguarding	Vulnerable Child	Other (please specify)
Safeguarding	Vulnerable Adult	Patient discharged to the wrong person
Safeguarding	Vulnerable Child	Patient discharged to the wrong person
Safeguarding	Vulnerable Adult	Patient missing / elopement / AWOL
Safeguarding	Vulnerable Child	Patient missing / elopement / AWOL
Safeguarding	Vulnerable Adult	Physical abuse
Safeguarding	Vulnerable Child	Physical abuse
Safeguarding	Vulnerable Adult	Sexual abuse





Safeguarding	Vulnerable Child	Sexual abuse
Safeguarding	Vulnerable Adult	Suicide or suicide attempt
Safeguarding	Vulnerable Child	Suicide or suicide attempt
Safeguarding	Vulnerable Adult	Abandonment
Safeguarding	Vulnerable Child	Abandonment
Safeguarding	Vulnerable Adult	Abduction of a patient of any age
Safeguarding	Vulnerable Child	Abduction of a patient of any age
Security	Criminal / potentially criminal or illegal activity	Impersonating a physician, nurse, pharmacist, or other licensed healthcare provider
Security	Criminal / potentially criminal or illegal activity	Assuming identity of another person or identity theft
Security	Accidental Injury of Unknown Organ	Not Applicable
Security	Auto Accident	Not Applicable
Security	Bomb Threat	Not Applicable
Security	Disaster Code	Not Applicable
Security	Evacuation Code	Not Applicable
Security	Hostage Taking	Not Applicable
Security	Missing/Wandering Person	Not Applicable
Security	Public Disorder	Not Applicable
Security	Room locked/unable to access	Not Applicable
Security	Safety Policy Violation	Not Applicable
Security	Stalking	Not Applicable
Security	Suspicious Package	Not Applicable





Security	Unauthorized Access/Trespassing	Not Applicable
Security	Vehicle related	Not Applicable
Security	Visitor Policy Issue	Not Applicable
Security	Weapons on Premises	Not Applicable
Security	Criminal / potentially criminal or illegal activity	Other (please specify)
Security	Lost / stolen property	Patient / staff belongings
Security	Lost / stolen property	Staff ID (e.g. Stamps, badges etc.)
Skin / tissue integrity	Abrasion / scratch	Not Applicable
Skin / tissue integrity	Blister	Not Applicable
Skin / tissue integrity	Bruise/Contusion/Hematoma (not DTI)	Not Applicable
Skin / tissue integrity	Burn (electrical, chemical, thermal)	Not Applicable
Skin / tissue integrity	Irritation / reddening	Not Applicable
Skin / tissue integrity	Laceration / Puncture	Not Applicable
Skin / tissue integrity	Others	Not Applicable
Skin / tissue integrity	Rash	Not Applicable
Skin / tissue integrity	Skin tear	Not Applicable
Skin / tissue integrity	Venous stasis ulcer	Not Applicable
Skin / tissue integrity	Superficial Traumatic Skin Injuries	Abrasion/Scratch /Superficial Cut
Skin / tissue integrity	Pressure Injury - Hospital Acquired	Deep Tissue Pressure Injury
Skin / tissue integrity	Pressure Injury - Present on Admission	Deep Tissue Pressure Injury
Skin / tissue integrity	Blister	Edema-related blistering
Skin / tissue integrity	Superficial Traumatic Skin Injuries	Friction related skin injury (non-





		intact skin or blister)
Skin / tissue integrity	Blister	Friction/Shear related Blister
Skin / tissue integrity	Moisture Associated Skin Damage	Incontinence/Moisture Associated Dermatitis
Skin / tissue integrity	Moisture Associated Skin Damage	Intertriginous Dermatitis/Skin fold injury
Skin / tissue integrity	Superficial Traumatic Skin Injuries	Medical Adhesive-Related Skin Injury
Skin / tissue integrity	Blister	Medication related blistering
Skin / tissue integrity	Pressure Injury - Hospital Acquired	Mucosal Membrane Pressure Injury
Skin / tissue integrity	Pressure Injury - Present on Admission	Mucosal Membrane Pressure Injury
Skin / tissue integrity	Abscess/Cellulitis/Skin Infection	Not Applicable
Skin / tissue integrity	Phlebitis/IV filtration	Not Applicable
Skin / tissue integrity	Redness (no skin break)	Not Applicable
Skin / tissue integrity	Surgical Site Dehiscence/Evisceration	Not Applicable
Skin / tissue integrity	Vascular ulcer/Diabetic foot ulcers	Not Applicable
Skin / tissue integrity	Wound Infection	Not Applicable
Skin / tissue integrity	Moisture Associated Skin Damage	Peri-stomal moisture skin damage
Skin / tissue integrity	Pressure Injury - Hospital Acquired	Pressure Injury Deterioration (Stage Change)
Skin / tissue integrity	Pressure Injury - Present on Admission	Pressure Injury Deterioration (Stage Change)





Skin / tissue integrity	Pressure Injury - Hospital Acquired	Pressure Injury Stage 1 (Non-blanchable erythema)
Skin / tissue integrity	Pressure Injury - Present on Admission	Pressure Injury Stage 1 (Non-blanchable erythema)
Skin / tissue integrity	Pressure Injury - Hospital Acquired	Pressure Injury Stage 2 (Partial thickness tissue loss)
Skin / tissue integrity	Pressure Injury - Present on Admission	Pressure Injury Stage 2 (Partial thickness tissue loss)
Skin / tissue integrity	Pressure Injury - Hospital Acquired	Pressure Injury Stage 3 (Full thickness tissue loss)
Skin / tissue integrity	Pressure Injury - Present on Admission	Pressure Injury Stage 3 (Full thickness tissue loss)
Skin / tissue integrity	Pressure Injury - Hospital Acquired	Pressure Injury Stage 4 (Full thickness tissue loss - exposed/palpable bone)
Skin / tissue integrity	Pressure Injury - Present on Admission	Pressure Injury Stage 4 (Full thickness tissue loss - exposed/palpable bone)
Skin / tissue integrity	Superficial Traumatic Skin Injuries	Skin Tear
Skin / tissue integrity	Pressure Injury - Hospital Acquired	Unstageable Pressure Injury
Skin / tissue integrity	Pressure Injury - Present on Admission	Unstageable Pressure Injury
Skin / tissue integrity	Blister	Vascular related Blistering





Staffing concerns	Staffing Levels	High Acuity/Volumes
Staffing concerns	Staffing Levels	Inadequate Staffing/Allocation
Staffing concerns	Staffing Levels	Skill Mix
Supplies	Linen	Incorrect Linen
Supplies	Linen	Linen Management
Supplies	Expired/Outdated item(s)	Not Applicable
Supplies	Expired/Outdated item(s)	Not Applicable
Supplies	Faulty/Damaged	Not Applicable
Supplies	Incorrect Inventory	Not Applicable
Supplies	Incorrect Inventory	Not Applicable
Supplies	Incorrect labelling	Not Applicable
Supplies	Incorrect Storage	Not Applicable
Supplies	Incorrect Storage	Not Applicable
Supplies	Incorrect use/user error	Not Applicable
Supplies	Incorrect/ambiguous instructions	Not Applicable
Supplies	Others	Not Applicable
Supplies	Outdated item(s)	Not Applicable
Supplies	Reuse of a device intended for single use	Not Applicable
Supplies	Sterilization problem	Not Applicable
Supplies	Sterilization problem	Not Applicable
Supplies	Supplies damaged / broken	Not Applicable
Supplies	Supplies Inadequate	Not Applicable
Supplies	Supplies Inadequate	Not Applicable
Supplies	Supplies ordered, not received	Not Applicable
Supplies	Supplies ordered, not received	Not Applicable





Supplies	Supplies ordered; wrong supplies received	Not Applicable
Supplies	Supplies ordered; wrong supplies received	Not Applicable
Supplies	Supplies out of Stock	Not Applicable
Supplies	Supplies out of Stock	Not Applicable
Supplies	Supplies Quality	Not Applicable
Supplies	Supplies used after recall	Not Applicable
Supplies	Supplies used after recall	Not Applicable
Supplies	Unapproved Supplier	Not Applicable
Supplies	Used after product recall	Not Applicable
Supplies	Used other than intended/off label	Not Applicable
Supplies	Wrong supplies used	Not Applicable
Supplies	Linen	Shortage
Supplies	Linen	Soiled/Damaged
Surgery / procedure related events	Event before procedure	Consent missing or incomplete
Surgery / procedure related events	Gastrointestinal complication	Abscess
Surgery / procedure related events	Diagnosis issues	Diagnosis changed
Surgery / procedure related events	Transplant complications	Anastomotic blockage or stenosis
Surgery / procedure related events	Transplant complications	Anastomotic leak
Surgery / procedure related events	Foreign body accidentally left in patient	Guidewire
Surgery / procedure related events	Transplant complications	Hematoma





Surgery / procedure related events	Renal / urinary event	Hematuria
Surgery / procedure related events	Event before procedure	Identification missing or incorrect
Surgery / procedure related events	Event before procedure	Antibiotics not given per protocol
Surgery / procedure related events	Renal / urinary event	Incontinence
Surgery / procedure related events	Incorrect surgical or invasive procedure	Incorrect implant because correct implant not available
Surgery / procedure related events	Count incorrect	Instrument fragment
Surgery / procedure related events	Foreign body accidentally left in patient	Instrument fragment
Surgery / procedure related events	Transplant complications	Lymphocele
Surgery / procedure related events	Diagnosis issues	Major Discrepancy in Pre and Post-Procedure Diagnosis (that led to change in primary procedure)
Surgery / procedure related events	Iatrogenic pneumothorax	Mechanical ventilation
Surgery / procedure related events	Cardiac / circulatory event	Myocardial infarction
Surgery / procedure related events	Count incorrect	Needles
Surgery / procedure related events	Foreign body accidentally left in patient	Needles
Surgery / procedure related events	Renal / urinary event	Nephrolithiasis





Surgery / procedure related events	Air embolus	Not Applicable
Surgery / procedure related events	Break in sterile technique	Not Applicable
Surgery / procedure related events	Count incomplete or not done	Not Applicable
Surgery / procedure related events	Death	Not Applicable
Surgery / procedure related events	Dehiscence, wound / flap / graft failure or disruption	Not Applicable
Surgery / procedure related events	Hemorrhage requiring unexpected transfusion or return to OR	Not Applicable
Surgery / procedure related events	Incisional hernia	Not Applicable
Surgery / procedure related events	Others	Not Applicable
Surgery / procedure related events	Procedure started and not completed	Not Applicable
Surgery / procedure related events	Unintended blockage, obstruction, or ligation	Not Applicable
Surgery / procedure related events	Unintended laceration or puncture	Not Applicable
Surgery / procedure related events	Unplanned removal of organ	Not Applicable
Surgery / procedure related events	Count incorrect	Other (please specify)
Surgery / procedure related events	Event before procedure	Other (please specify)
Surgery / procedure related events	Foreign body accidentally left in patient	Other (please specify)





Surgery / procedure related events	Incorrect surgical or invasive procedure	Other (please specify)
Surgery / procedure related events	Iatrogenic pneumothorax	Other (please specify)
Surgery / procedure related events	Respiratory failure requiring unplanned support < 24 hrs after procedure	Other (please specify)
Surgery / procedure related events	Gastrointestinal complication	Pancreatitis
Surgery / procedure related events	Event before procedure	Preparation inadequate or wrong
Surgery / procedure related events	Burn / fire	Both burn and operating room fire
Surgery / procedure related events	Transplant complications	Primary graft nonfunction
Surgery / procedure related events	Event before procedure	Procedure cancelled or not performed
Surgery / procedure related events	Event before procedure	Procedure delayed
Surgery / procedure related events	Event before procedure	Procedure not ordered
Surgery / procedure related events	Gastrointestinal complication	Bowel obstruction
Surgery / procedure related events	Cardiac / circulatory event	Prolonged hypotension
Surgery / procedure related events	Respiratory failure requiring unplanned support < 24 hrs after procedure	Prolonged ventilator support
Surgery / procedure related events	Gastrointestinal complication	Bowel perforation





Surgery / procedure related events	Respiratory failure requiring unplanned support < 24 hrs after procedure	Reinstitution of ventilator following discontinuation
Surgery / procedure related events	Renal / urinary event	Renal failure or insufficiency
Surgery / procedure related events	Burn / fire	Burn - Iatrogenic Burn
Surgery / procedure related events	Cardiac / circulatory event	Cardiac arrest
Surgery / procedure related events	Gastrointestinal complication	Splenic rupture
Surgery / procedure related events	Foreign body accidentally left in patient	Sponge / Swab / Gauze
Surgery / procedure related events	Count incorrect	Sponges
Surgery / procedure related events	Central nervous system event	Stroke or other neurological deficit
Surgery / procedure related events	Event before procedure	Surgical Site Not Marked
Surgery / procedure related events	Iatrogenic pneumothorax	Central line placement
Surgery / procedure related events	Count incorrect	Towels
Surgery / procedure related events	Foreign body accidentally left in patient	Towels
Surgery / procedure related events	Death	Unexpected Intra-Operative Death
Surgery / procedure related events	Central nervous system event	Unexpected loss of consciousness
Surgery / procedure related events	Death	Unexpected Post-Operative Death





Surgery / procedure related events	Event before procedure	Universal protocol (time-out) not followed
Surgery / procedure related events	Respiratory failure requiring unplanned support < 24 hrs after procedure	Unplanned / emergent intubation following procedure / treatment / test
Surgery / procedure related events	Count incorrect	Whole instrument
Surgery / procedure related events	Foreign body accidentally left in patient	Whole instrument
Surgery / procedure related events	Incorrect surgical or invasive procedure	Wrong patient
Surgery / procedure related events	Incorrect surgical or invasive procedure	Wrong procedure
Surgery / procedure related events	Incorrect surgical or invasive procedure	Wrong side (L vs R)
Surgery / procedure related events	Incorrect surgical or invasive procedure	Wrong site
Surgery / procedure related events	Burn / fire	Operating room fire - Iatrogenic Fire
Surgery / procedure related events	Event post procedure	Deep Venous Thrombosis
Surgery / procedure related events	Implant	Implant - Expired
Surgery / procedure related events	Implant	Implant - Not Available
Surgery / procedure related events	Implant	Implant Incorrect - Mistakenly Implanted
Surgery / procedure related events	Event intra procedure	Laser Related
Surgery / procedure related events	Event post procedure	Loss/Impairment of Body Functions





Surgery / procedure related events	Event post procedure	Loss/Impairment of Limb
Surgery / procedure related events	Event post procedure	Loss/Impairment of Organ
Surgery / procedure related events	Event intra procedure	Lost/Delayed Results During Procedure
Surgery / procedure related events	Event intra procedure	Massive bleeding
Surgery / procedure related events	Event post procedure	Massive bleeding
Surgery / procedure related events	Event before procedure	Other (please specify)
Surgery / procedure related events	Event intra procedure	Other (please specify)
Surgery / procedure related events	Event post procedure	Other (please specify)
Surgery / procedure related events	Event intra procedure	Perforation
Surgery / procedure related events	Event before procedure	Procedure - Delayed
Surgery / procedure related events	Event intra procedure	Procedure - Not Completed
Surgery / procedure related events	Event before procedure	Procedure - Not Ordered
Surgery / procedure related events	Contamination	Break Scrub for Non-Patient Care Needs
Surgery / procedure related events	Contamination	Break in sterile technique
Surgery / procedure related events	Event post procedure	Unexpected Return to OR
Surgery / procedure related events	Event post procedure	Unplanned Admit to ICU/PICU/NICU





Surgery / procedure related events	Event post procedure	Unplanned Return to OR
Surgery / procedure related events	Event post procedure	Unplanned Transfer to Acute Care Hospital
Surgery / procedure related events	Event post procedure	Unplanned Transfer to ICU/PICU/NICU





7.3. Level of Harm

DOH Level of Harm	HCF Level Taxonomy
Level 1: A reportable circumstance is a situation in which there was significant potential for harm, but no incident occurred	A. Unsafe Conditions exist
Level Two: A near miss is an incident that did not reach the patient	B1. Near miss: Event did not occur by chance B2. Near miss: Event did not occur due to intervention
Level Three: A no harm incident is one in which an event reached a patient, but no discernible harm resulted	C. Event reaches patient and does not cause harm D. An event requires monitoring to confirm no harm
Level Four: A harmful incident (adverse event) is an incident that results in harm to a patient.	E. Event resulted in temporary harm and required intervention
	F. Moderate harm: Temporary harm, requires initial or prolonged hospitalization
	G. Major harm: Event results in permanent harm
	H. Major harm: Event requires life-saving intervention, no permanent harm
	I. Catastrophic harm: Death or permanent harm





8. Acknowledgement

This document is a collaborative effort between the Department of Health (DOH) Abu Dhabi and healthcare organizations in Abu Dhabi. We extend our gratitude to the task force within these healthcare groups for their invaluable contributions.

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دائرة الصحة
DEPARTMENT OF HEALTH



تعميم رقم (28 / 2025) Circular No.

Date: 03/03/2025

التاريخ: 03/03/2025

To: All Healthcare Facilities in Emirate of Abu Dhabi

إلى: جميع منشآت الرعاية الصحية في إمارة أبوظبي

Subject: Removal of COVID-19 Pandemic Related facilities, tents and media items

الموضوع: إزالة المرافق والخيام والمواد الإعلامية المتعلقة بجائحة كوفيد-19

We extend our greetings and best wishes for your continued success.

بدايةً، يسرّنا أن نتقدم لكم بخالص التحية والتقدير متمنين لكم دوام التوفيق والسداد.

With reference to the above-mentioned subject, and as part of DoH's continuous efforts to improve the quality of healthcare services in the Emirate of Abu Dhabi and ensure compliance with all regulations and standards followed in the Emirate; all healthcare facilities are required to remove COVID-19 pandemic related facilities, tents and any materials, posters, rules, or precautions related to the COVID-19 pandemic within one month from the date of this circular.

بالإشارة إلى الموضوع أعلاه وفي إطار جهود دائرة الصحة المستمرة للارتقاء بجودة الخدمات الصحية في إمارة أبوظبي وضمان الالتزام بجميع الأنظمة والمعايير المتبعة في الإمارة؛ يجب على جميع المنشآت الصحية التأكد من إزالة جميع المرافق والخيام، والمواد أو الملصقات الإرشادية أو التعليمات المتعلقة بجائحة كوفيد-19 وذلك خلال شهر من تاريخ إصدار هذا التعميم.

For more information or inquiries, kindly contact the Healthcare Quality Sector, via email: HFLD@doh.gov.ae.

للمزيد من المعلومات أو الاستفسار بهذا الشأن، يرجى التواصل مع قطاع جودة الرعاية الصحية عبر البريد الإلكتروني: HFLD@doh.gov.ae

We hope that all will adhere to the above, in the best interest of the health sector in the Emirate.

أملين من الجميع الالتزام بما ورد أعلاه، لما فيه مصلحة القطاع الصحي في الإمارة.

Thanking you for your kind cooperation.

شاكرين لكم حسن تعاونكم معنا.

"This circular is designed for regulatory procedures and should not be used as content for media publication".

"هذا التعميم للإجراءات التنظيمية وغير مخصص كمحتوى للنشر الإعلامي".

د. نورة خميس الغيثي

وكيل دائرة الصحة



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لا شيء مستحيل

MAKE IT HAPPEN

Circular No.(2025 / 38) تعميم رقم

Date: 14/03/2025

التاريخ: 14/03/2025

To: All Healthcare and Pharmaceutical Facilities in the Emirate of Abu Dhabi

إلى: جميع المنشآت الصحية والصيدلانية في إمارة أبوظبي

Subject: Reminder – Compliance with Official Photos Protocol in the Emirate of Abu Dhabi

الموضوع: تذكير - الالتزام بروتوكول الصور الرسمية في إمارة أبوظبي

We extend our greetings and best wishes for your continued success.

بدايةً، يسرّنا أن نتقدم لكم بخالص التحية والتقدير متمنين لكم دوام التوفيق والسداد.

With reference to the DOH circular no. (101/2024) regarding the subject above, we would like to remind you of the importance of implementing the protocol applicable in Abu Dhabi Emirate, as outlined in the attached file.

بالإشارة إلى تعميم دائرة الصحة رقم (101/2024) بشأن الموضوع أعلاه، نود تذكيركم بضرورة الالتزام بتطبيق البروتوكول الرسمي المتبع في إمارة أبوظبي كما هو موضح في الملف المرفق.

Please note that disciplinary actions will be taken against healthcare facilities found to be non-compliant with implementing the protocol.

علماً بأنّه سيتم اتخاذ الإجراءات التأديبية اللازمة في حق المنشآت الصحية غير الملتزمة بتطبيق البروتوكول المعتمد.

Contact Details:

For further inquiries, please contact Healthcare Quality Sector via email: hcps@doh.gov.ae.

بيانات التواصل:

لمزيد من المعلومات أو الاستفسار بهذا الشأن، يرجى التواصل مع قطاع جودة الرعاية الصحية عبر البريد الإلكتروني: hcps@doh.gov.ae.

Thank you for your kind cooperation,,,

شاكرين لكم حسن تعاونكم معنا،،،

"This circular is designed for regulatory procedures and should not be used as content for media publication".

"هذا التعميم للإجراءات التنظيمية وغير مخصص كمحتوى للنشر"





الإمارات
THE EMIRATES



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لا شيء مستحيل
MAKE IT HAPPEN



بروتوكول الصور الرسمية في إمارة أبوظبي





بروتوكول الصور الرسمية في إمارة أبوظبي



صاحب السمو الشيخ محمد بن زايد آل نهيان
رئيس دولة الإمارات العربية المتحدة
HIS HIGHNESS SHEIKH MOHAMED BIN ZAYED AL NAHYAN
PRESIDENT OF THE UNITED ARAB EMIRATES



المغفور له بإذن الله الشيخ زايد بن سلطان آل نهيان
تغمده الله بواسع رحمته
SHEIKH ZAYED BIN SULTAN AL NAHYAN



سمو الشيخ خالد بن محمد بن زايد آل نهيان
ولي عهد إمارة أبوظبي
HIS HIGHNESS SHEIKH KHALED BIN MOHAMED BIN ZAYED AL NAHYAN
CROWN PRINCE OF ABU DHABI





بروتوكول الصور الرسمية في إمارة أبوظبي

الواجبات والمحظورات

- يجب أن تكون جميع الصور المعلقة على نفس الحائط بنفس المقاس.
- يجب أن تكون جميع إطارات الصور من نفس المواد وبالألوان ذاتها.
- يجب أن تكون الصور واضحة وعلى مستوى النظر.
- يجب دائماً تعليق الصور بطريقة سليمة وبصورة متساوية.
- يجب عدم وضع شعار الجهة والصور على نفس الحائط.
- يُحظر تعديل الصور بأي شكل كان.
- يجب عدم تغيير الترتيب المعتمد للصور.
- يمنع استعمال الصور الرسمية في غير الاستعمال المصرح به في هذا الكتيب.. مثال (تزيين السيارات أو الزينة عموماً).
- ينصح في حالة الطباعة الرقمية باستعمال ورق من نوع (Premium Luster Photo Paper, Glossy)
(Photo Paper)
- وفي حالة طباعة الالوفست يستعمل ورق مقوى مصقول من وزن (200 - 300) غرام.
- القياسات المفضلة للطباعة هي: 50X70 سم، 61.6X44 سم.



تعميم رقم (46 / 2025) Circular No.

Date: 25/03/2025

التاريخ: 25/03/2025

To: All Healthcare Facilities
Healthcare professionals

إلى: جميع منشآت الرعاية الصحية
جميع المهنيين الصحيين

Subject: Whistleblowing in Healthcare
Facilities Policy

الموضوع: سياسة الإبلاغ عن المخالفات في المنشآت
الصحية

Greetings,

تحية طيبة...

As part of the Department of Health – Abu Dhabi's efforts to enhance the quality of healthcare services and uphold ethical standards, a regulatory whistleblowing policy on the reporting of violations occurring in the healthcare facilities has been issued, and is available on the DoH website at this link ([click here](#)).

في إطار جهود دائرة الصحة - أبوظبي لتعزيز جودة الرعاية الصحية المقدمة للمرضى وترسيخ المعايير الأخلاقية، تم إصدار سياسة تنظيمية للإبلاغ عن المخالفات التي قد تقع في المنشآت الصحية، وهي متاحة حالياً على موقع الدائرة عبر الرابط ([انقر هنا](#)).

This policy aims to promote a culture of integrity and ethics within healthcare facilities by encouraging transparency and accountability and empowering employees to report any irregularities.

وتهدف هذه السياسة إلى تشجيع ثقافة النزاهة والأخلاقيات داخل المنشآت الصحية من خلال تشجيع الشفافية والمساءلة، وتمكين موظفيهم من الإبلاغ عن أي مخالفات.

This policy will take effect on August 1, 2025.

تسري هذه السياسة في الأول من شهر أغسطس عام 2025.

For further clarification, please contact us via hwfp@doh.gov.ae

للمزيد من المعلومات، يرجى التواصل معنا عبر البريد الإلكتروني hwfp@doh.gov.ae



We hope that all will adhere to the above,
for the best interest of the healthcare
sector in the Emirate.

آملين من الجميع الالتزام بما ورد أعلاه، لما فيه مصلحة
القطاع الصحي في الإمارة.

Thank you for your kind cooperation,

شاكرين لكم حسن تعاونكم معنا،،،

**"This circular is designed for regulatory
procedures and should not be used as content
for media publication"**

**"هذا التعميم للإجراءات التنظيمية وغير مخصص محتوى
للنشر الإعلامي"**



د. نورة خميس الغيثي

وكيل دائرة الصحة



تعميم رقم (48 / 2025) Circular No.

Date: 25/03/2025

التاريخ: 25/03/2025

To: Homecare Service Providers

إلى: مزودي خدمات الرعاية الصحية المنزلية

Subject: Compliance with Enhanced Documentation and Coding Standards in Home Healthcare Services

الموضوع: الالتزام بمعايير التوثيق والترميز المحدثة لخدمات الرعاية الصحية المنزلية

Greetings,

تحية طيبة وبعد،

We extend our sincere greetings and appreciation for your continued cooperation in promoting and enhancing the quality of healthcare in the Emirate of Abu Dhabi.

بدايةً يسرُّنا أن نتقدم لكم بخالص التحية والتقدير شاكرين لكم حسن تعاونكم لدعم وتعزيز جودة الرعاية الصحية في إمارة أبوظبي.

As part of our commitment to ensuring high-quality care and patient safety and to maximize the benefits of the Malaffi health information exchange platform, and in alignment with the Standard for Provision of Home Healthcare Services, the Department of Health (DoH) has introduced new documentation and coding standards for all homecare providers.

في إطار التزامنا بتقديم رعاية صحية عالية الجودة وضمان سلامة المرضى، وتعزيز التوثيق السريري الموحد من خلال منصة "ملفي" لتبادل المعلومات الصحية، وتماشياً مع معيار تقديم خدمات الرعاية الصحية المنزلية، قامت دائرة الصحة بوضع معايير جديدة للتوثيق والترميز لجميع مزودي الرعاية الصحية المنزلية.

Therefore, effective immediately, all homecare providers are mandated to ensure that nursing staff meticulously document comprehensive patient clinical data during all service delivery periods. Furthermore, implementation of the updated coding system within electronic mechanisms on the Electronic Medical

وبناءً عليه، واعتباراً من تاريخه، يجب على جميع مزودي الرعاية المنزلية ضمان قيام طاقم التمريض بتوثيق دقيق وشامل للبيانات السريرية للمرضى خلال جميع فترات تقديم الخدمة. علاوة على ذلك، يجب إكمال تطبيق نظام الترميز المحدث ضمن الآليات الإلكترونية على نظام السجلات الطبية الإلكترونية (EMR) في غضون ثلاثة

Record (EMR) system must be completed within three months, commencing on 1st April 2025, as detailed in the attached document.

All home healthcare providers must adhere to the specified implementation timeline, noting that strict actions shall be taken against any violation of this circular.

For any inquiries in this regard, kindly contact via email: onboarding@malafi.ae

We hope that all will adhere to the above, for the best interest of the health sector in the Emirate.

Thank you for your kind cooperation,

"This circular is designed for regulatory procedures and should not be used as media publication".

أشهر، ابتداءً من 1 أبريل 2025، وفقاً للتفاصيل الواردة في الوثيقة المرفقة.

يجب على جميع مقدمي الرعاية الصحية المنزلية الالتزام بالجدول الزمني المحدد للتنفيذ، علماً بأنه سيتم اتخاذ إجراءات صارمة في حال أي مخالفة لما ورد في هذا التعميم.

للمزيد من الاستفسار بهذا الشأن، يرجى التواصل عبر البريد الإلكتروني: onboarding@malafi.ae

أملين من الجميع الالتزام بما ورد أعلاه لما فيه مصلحة القطاع الصحي في الإمارة.

شاكرين لكم حسن تعاونكم معنا،،،

"هذا التعميم للإجراءات التنظيمية وغير مخصص كمحتوى للنشر الإعلامي".

د. نورة خميس الغيثي

وكيل دائرة الصحة





Standards for Documentation and Coding

When reporting Home Care clinical documents utilizing HL7 fields (OBR – 4 Universal Service Identifier and OBX – 3 Observation Identifier segments), kindly make sure to share the appropriate Clinical documents codes to Malaffi using the correct ORU message format and using one of the below LOINC codes depending on the clinical need

1. Home Care Nursing notes

Loinc Code	Loinc Common name	Remarks
84251-8	Nurse Patient's home Note	When reporting home care nursing notes

2. Start of Care and Tracking sheet

Loinc Code	Loinc Common name	Remarks
85908-2	Home health patient tracking sheet – Start of care during assessment period [CMS Assessment]	When providers start home care of the patient
85906-6	Home health patient tracking sheet - resumption of care during assessment period [CMS Assessment]	This document type must be sent on regular intervals for tracking purposes

3. Home Care Physician note

Loinc Code	Loinc Common name	Remarks
83801-1	Physician Patient's home Note	When physician visits home care patient
57133-1	Referral note	If physician refers the patient to another specialist



تعميم رقم (67 / 2025) Circular No.

Date: 25/04/2025

التاريخ: 25/04/2025

To: Healthcare Facilities

إلى: جميع منشآت الرعاية الصحية

Subject: Mandatory Participation in the Patient Safety Culture Survey

الموضوع: الزامية المشاركة في استبيان ثقافة سلامة المرضى

We extend our greetings and best wishes for your continued success.

يسرنا أن نتقدم لكم بخالص التحية والتقدير متمنين لكم دوام التوفيق والسداد.

In line with our ongoing commitment to improving patient safety and adhering to best practices in healthcare, we would like to announce the upcoming Patient Safety Culture Survey, scheduled to take place in October 2025, and subsequently every 18 months.

تماشياً مع التزامنا المستمر بتحسين سلامة المرضى والالتزام بأفضل الممارسات في مجال الرعاية الصحية، نود أن نعلن عن إطلاق استبيان ثقافة سلامة المرضى في أكتوبر 2025 والذي سيتم إجرائه كل 18 شهراً بعد ذلك.

This survey is designed to gather valuable insights into safety culture. Your perceptions of patient safety are essential for identifying areas for improvement and implementing effective strategies.

ويهدف هذا الاستبيان إلى جمع المعلومات حول ثقافة السلامة، إذ تُعدُّ آراؤكم حول سلامة المرضى ضرورية لتحديد مجالات التحسين وتطبيق استراتيجيات فعالة.

Participation in this survey is mandatory as it will be part of "Muashir" hospital ranking 2025. Additionally, it plays a vital role in enhancing patient safety and improving the quality of care across Abu Dhabi's healthcare system.

وتعد المشاركة في هذا الاستبيان إلزامية حيث ستكون جزءاً من تقييم "مؤشر" للمستشفيات لعام 2025، بالإضافة إلى دورها المحوري في تعزيز سلامة المرضى وتحسين جودة الرعاية الصحية في أبوظبي.

For more information or inquiries, kindly contact Quality and Patient Safety team via email: hcfqsps@doh.gov.ae.

لمزيد من المعلومات أو الاستفسار بهذا الشأن، يرجى التواصل مع فريق الجودة وسلامة المرضى عبر البريد الإلكتروني: hcfqsps@doh.gov.ae.

We hope that all will adhere to the above,
in the best interest of the health sector in
the Emirate.

آملين من الجميع الالتزام بما ورد أعلاه، لما فيه مصلحة القطاع
الصحي في الإمارة.

Thank you for your kind cooperation

شاكرين لكم حسن تعاونكم معنا.

د. نورة خميس الغيثي
وكيل دائرة الصحة

