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QM.14.5 Patients receive response when involved in significant incidents with documentation in the medical records.

QM.14.6 Incidents are monitored over time and the resulting information is used for improvement.

QM.14.7 Staff are educated on the incident reporting process.

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**Standard Intent:**

The Hospital is required to have incident reporting and management policy. It is developed to provide guidelines for the notification of incidents or events that have occurred involving patients, staff, visitors, equipment, and services; It also focuses on continuous improvement systems that foster a culture of team spirit and transparency. The incident reporting management describes the activities of an organization to identify, analyze, and correct hazards to prevent a future re-occurrence, it's also intended to:

- Provide a safe working environment for users of the facility.
  - Promote a fair and just culture where staff members are supported in reporting adverse incidents.
  - Promote a system-centered approach rather than a person-centered approach to problem resolution.
  - Identify trends at unit/department/section as well as hospital-wide for complaints, claims, and adverse incidents.
  - Ensure that opportunities for improvement are identified and maximized
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**QM.15 The hospital has a process to handle sentinel events.**

QM.15.1 There is a policy for management of sentinel events.

QM.15.2 Sentinel events are identified in the hospital's policy and include the following:

- QM.15.2.1 Unexpected death.
- QM.15.2.2 Unexpected loss of limb or function.
- QM.15.2.3 Wrong patient, wrong procedure, or wrong site.
- QM.15.2.4 Retained instrument or sponge.
- QM.15.2.5 Serious medication error leading to death or major morbidity.
- QM.15.2.6 Suicide of a patient in an inpatient unit.
- QM.15.2.7 Infant abduction or discharge to a wrong family.
- QM.15.2.8 Maternal death.
- QM.15.2.9 Hemolytic blood transfusion reaction.
- QM.15.2.10 Air Embolism.

QM.15.3 Reportable sentinel events are reported to CBAHI within five working days of the internal notification of the event.