

# Incident Management System

## Incident Details View

### Primary details

**Patient or Employee ID:**119657  
**Name of the person:**Sudhakaran  
**Gender:**Male  
**Age:**70  
**Date and time:**March 11, 2020, 3:05 p.m.  
**Room of Incident:**C7630  
**Department of Incident:**Neurology  
**Doctor (physician/HOD)::**Dr ShivaKumar  
**Date and time of Occurance:**March 10, 2020, 6 p.m.  
**Place occurance:**CICU

### Incident details

**Safety/Falls related Criteria: (Select applicable):**Patient fall  
**Other details (Safety/Falls)::**Patient fall when shifting  
**A narrative description of the occurance:**The patient admitted under Dr Shivakumar fell from stretcher which shifting the patient to CICU for further treatment.  
**Any other relevant information about the occurance:**Lady attender was carying the patient, male attender was not available at night after 10pm  
**Report to:**quality  
**Submitted on:**March 11, 2020, 3:05 p.m.  
**Submit Confirm:**True

### Quality Department

**Comments from Quality Department::**Adequate Number of attenders are not available at night, This can be a potential issue that can lead to accidents as mentioned about. Dear Mridula, please do the needful and report back  
**Comments By:** :Jaswin  
**Assign To:**CustomerCare@BMH

**Assignment made on:**March 11, 2020, 3:10 p.m.

**Assignment Confirm:**True

#### Investigation

**Investigation Description:** :The issue happend on Tuesday, 10 March 2020, This was a result of shortage of attendant staff as a result of frequent absenteeism. The issue of uninformed absenteesim has been notified at the top management level. Strict regulations and rules of leaves are in order. This is hopefully going to solve the issue of lack of attenders during the night shifts. Thanks.

**Investigation By:** :mridula, customercare manager

**Investigation submitted on:**March 11, 2020, 3:18 p.m.

**Investigation Submit Confirm:**True