

Approved By:	Board of Directors	Adopted Date:	07/18/1987
Distribution:	Site Administrators, Medical Providers, Dental Providers, RN Coordinators	Revision Date(s):	11/98, 12/99, 02/09, 03/13, 2/18
Category:	Administrative & Governance	Reviewed Date(s):	

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

PURPOSE:

To provide ODCHC staff with a system that promotes the reporting and resolution of situations and incidents.

DEFINITIONS:

- **Incident:** any event that raises concerns related to the delivery of services, staff actions or reactions, and/or public relations occurring during the operations of any ODCHC clinic.
- **Situation:** any unresolved question concerning any aspect of clinic operations, delivery of services, and/or public relations, whether or not it is associated with a specific incident.
- **Consolidated Situation Report Form:** form used to document an incident or situation. It is used as internal documentation for data collection and incident/situation trending. Not to be documented in the patient chart or employee personnel file.

POLICY:

It is the policy of ODCHC to promptly address situations and incidents in a coordinated manner, and to review and trend those occurrences as part of a quality improvement process. All staff members are encouraged to immediately report problems, potential problems, incidents and situations.

Prompt, complete and conscientious reporting of occurrences is considered the responsibility of each employee, and will be considered as a positive measure during employee evaluation. Consolidated situation reports will never be used as a foundation for disciplinary actions against the reporting employee.

Any staff member who receives word of or observes an incident or situation immediately documents all available information. The incident or situation should be documented on a Consolidated Situation Report form or reported to a supervisor for documentation as soon as possible.

- In the case of accidents or injuries involving patients, information should include the names of the parties involved, the injury, time and date, cause, medical care or referral provided, initial outcome, patient medical record number and follow-up phone number.
- In the case of accidents or injuries involving employees, refer to OPS.501 Workplace Injuries, for detailed reporting instructions.

Consolidated Situation Reports are initially routed to the Site Administrator/Clinic Manager, who is responsible to:

- Further investigate the source and nature of the situation.
- Work to resolve the situation, if appropriate.
- Immediately report situations of a serious nature to the Regional Administrator, Risk Manager or Chief Operations Officer.
- Forward the situation report to the Risk Manager within one week of receipt, along with documentation of the status of the situation.

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A central log of reports shall be maintained by the Operations Department.

Copies of situation reports to the following staff according to the nature and severity of the report:

- Additional Review: Chief Operations Officer
- Quality of Care: Medical Director or Director of Nursing
- Personnel Issues: Chief Human Resources Officer
- Safety Issues: Safety Committee
- Any Issues of a Severe Nature: Executive Management Team
- Insurance Claims Filed: Chief Executive Officer

The Chief Operations Officer or designee will work with the appropriate members of the Executive Management Team to correct unresolved problems, and will report back to the Site Administrator, Regional Administrator, or staff member who made the report.

Consolidated Situation Reports shall be examined collectively, as follows:

- Safety Issues shall be examined by the Safety Committee quarterly.
- All Other Issues shall be examined by the Chief Operations Officer and taken to the Executive Management Team as needed.

REFERENCES:

None

ASSOCIATED DOCUMENTS:

ODCHC Form #624 Consolidated Situation Report

OPS.007 Consolidated Situation Reports Policy (Retired)

OPS.501 Workplace Injures

KEYWORD TAGS:

Adverse, event, consolidated, situation, report, incident, problem