



Wheaton Franciscan Healthcare Occurrence Report

- ◆ All patient and visitor occurrences, whether they are near misses or have actually caused injury should be reported



Why is Reporting & Investigation Important?

- ◆ Proactive risk reduction: Investigating is essential to learning the cause and preventing future losses
- ◆ Identify trends in error so steps can be taken to correct problems
- ◆ The purpose is prevention and performance improvement and not to assign blame



Reporting Patient/Visitor Occurrences

An occurrence is any event, with or without injury, that is not part of our routine operations.

For example: falls or injuries from or during procedures or treatments

- ◆ The **potential** for injury and/or damage (**near-miss**) is also reason for an occurrence to be reported
- ◆ The physician should be notified as needed for patient occurrences!
- ◆ The **Patient/Visitor Occurrence Report** should be used for all non-medication, non-employee incidents



Three Types of Occurrence Reports

Type	Used for:
Patient/Visitor Occurrence Report	Patient-related occurrences, such as: <ul style="list-style-type: none">- Falls- Equipment Issues- Procedural Occurrences- Breach of Confidentiality
Medication Occurrence Report	Medication errors or potential medication errors
Employee Occurrence Report	Employee-related injuries, such as: <ul style="list-style-type: none">- Back Injury- Significant Exposure to blood, body fluids or hazardous materials



Completing the Occurrence Report

The employee who observed or has the most knowledge about the error or occurrence should complete the form

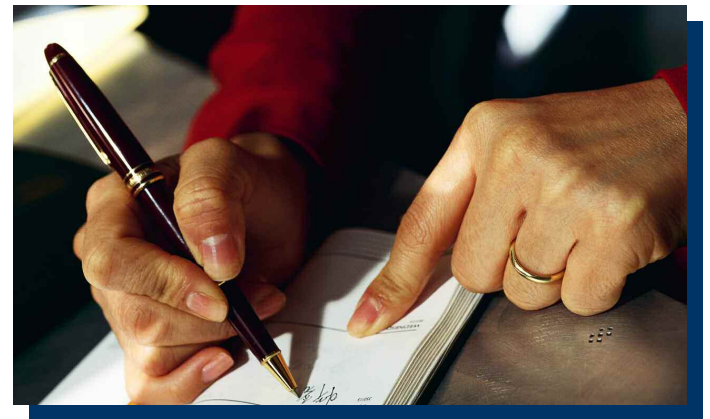
- ◆ Complete the report at the time of the occurrence or discovery of the occurrence
- ◆ Follow the directions – fill out the form as completely as possible
- ◆ Provide only the facts
- ◆ Do not assign blame. This is a non-punitive process
- ◆ Do not chart in the medical record that an occurrence report was completed
- ◆ Signature of staff person optional. This form is confidential: **DO NOT MAKE COPIES!**



Completing the Occurrence Report

For serious patient/visitor injury:

- ◆ Notify the Director/Supervisor or Administrator on-call immediately
- ◆ Notify the Physician
- ◆ Notify the Risk Director



Other Reporting Information

- ◆ If a visitor is involved in an occurrence, the visitor's name should be included, not the patient's
- ◆ For property loss, contact Security
- ◆ If equipment is involved and has caused an injury:
 - Record the manufacturer's serial number
 - Put the equipment aside along with all disposable attachments (including packaging), and label "DO NOT USE." The equipment should not be cleaned or disturbed.
 - Notify Clinical Engineering immediately
 - Notify the Risk Director



Routing of Patient Visitor Occurrence Reports

