

**CENTRAL CARE POLICY**  
**REPORTING CONSUMER ACCIDENTS AND INCIDENTS**

<b>SUBJECT:</b>	<b>REPORTING CONSUMER ACCIDENTS AND INCIDENTS</b>
<b>ANNUAL REVIEW MONTH:</b>	June
<b>RESPONSIBLE FOR REVIEW:</b>	Director of Central Care
<b>LAST REVISION DATE:</b>	August 2010

**Policy:** To provide policy and procedure for reporting consumer accidents and incidents.

- a. It is the policy of Central Care to:
  1. Maintain a safe, humane environment for the consumer;
  2. Report, promptly and accurately, significant consumer accidents, incidents, and injuries;
  3. Train staff and elicit from them a commitment to reduce consumer accidents, incidents, and injuries;
  4. Exercise sound risk management procedures by monitoring and analyzing the occurrence of consumer accidents, incidents, and injuries;
  5. Reduce potential for risk, liability, and consumer injury as a result of monitoring and analyzing trends.
- b. For the purpose of this policy, the following definitions shall apply:
  1. Accident – An unintentional occurrence such as slipping on an icy surface which results in injury or potential injury to the consumer.
  2. Incident – An occurrence, not classified as an accident or illness, which may have an adverse effect on the health and welfare of the consumer or violate the rights of the consumer, e.g., altercations, fires, abuse, or unauthorized absences.
  3. Assault – An event in which a consumer sustains an injury or potential injury as a result of an aggressive act by another person.
  4. Injury – An act that damages or hurts the consumer.
  5. Significant – Having, or likely to have, an important influence, effect, or consequence on the consumer.
  6. Discomfort – Mental or physical uneasiness or distress – socially, emotionally, or safety-wise – which may be related to an environment, which places the consumer in an awkward situation.
- c. Any situation for which an A/I Report is written shall be reported to the QMRP. All incidents not requiring an A/I report shall be documented in the progress notes and recorded on the daily shift report.

- d. An A/I Report shall be initiated on accidents, incidents, and injuries, which may be of consequence to the consumer's health. They should not be initiated for abrasions, scratches, insect bites, bruises, sunburns, razor nicks and other conditions of a minor nature.
- e. Statistical information obtained from monitoring and analyzing data from such reports will be maintained and used by the administration to reduce and prevent future accidents, incidents, and injuries.

**Reference: Central State Hospital Policy and Procedure 4.20,4.20A Client Accident and Injury Report; Developmental Disabilities Division Procedure 104-C Family Notification of Client Accidents, Incidents, and Illnesses.**

**Procedure:**

Responsible Person(s)	Action
Employee Observing a Possible Accident/Injury Involving a Consumer	<ol style="list-style-type: none"> <li>1. Provides or obtains immediate care for consumer, if indicated.</li> <li>2. Provides immediate report to QMRP.</li> <li>3. Completes the A/I report.</li> <li>4. Completes documentation in the consumer report.</li> <li>5. If significant: ensures consumer is transported to the appropriate primary care facility.</li> <li>6. Provides estimate regarding time of A/I if not provided by reporter.</li> <li>7. Makes provisions for immediate and follow-up care and monitoring, as indicated.</li> <li>8. Documents encounter in consumer's record.</li> <li>9. Assures that A/I Report is faxed to the Clinical Director.</li> <li>10. Sends original to QMRP.</li> </ol>
QMRP  Central Care Community Service Director	<ol style="list-style-type: none"> <li>1. Notifies family, if indicated (by nature of incident or injury) and desired (by preferences on Central Care Form) in accord with provisions of DDD 104-C.</li> <li>2. Forwards original to Service Director.</li> <li>3. Ensures completeness of A/I Report.</li> <li>4. Review all reports and assures appropriate follow-up, corrective action or other measures as indicated.</li> <li>5. Assures that all relevant data is entered into the database.</li> </ol>

Responsible Person(s)	Action
Data Services	6 Provides monthly and quarterly reports regarding A/Is to the CEO and Central Care Community Services Director.

**APPROVED:** \_\_\_\_\_ **TITLE:** Director of Central Care **DATE:** \_\_\_\_\_  
George Harris, LCSW