

HIAWATHA BEHAVIORAL HEALTH BOARD

Administrative Policy

Chapter:	Recipient Rights
Section:	Incident Report (6.23)
Approved:	5/21/07
Rescinds:	5/17/04 Incident Reporting
Review Committee:	Recipient Rights Advisory Committee
Review Date:	10/22/09

I. Policy

It is the policy of the Hiawatha Behavioral Health Authority that all employees and volunteers are required to report all incidents involving recipients of mental health services.

II. Definitions

Incident Report: A form used as a tool for documenting events that occur which disrupt the normal routine of program administration.

Primary Clinician: The individual responsible for implementation of the Individual Plan of Services.

Volunteer: An individual who without compensation other than reimbursement for expenses performs activities for Hiawatha Behavioral Health or an entity under contract to Hiawatha Behavioral Health under specified conditions.

III. Procedure

A. Employees of Hiawatha Behavioral Health or any agency under contract with Hiawatha Behavioral Health to include employees and Providers of adult and children foster care facilities providing care to mental health recipients, and volunteers are required to report any incidents involving a recipient.

B. The report shall be completed by the individual who observed the incident and routed to the respective supervisor immediately after the incident. The report should be received by the Hiawatha Behavioral Health within 24 hours of the incident.

C. The report shall be made on an Incident/Accident Report Form-FIA- 4607 or the Incident Report Form- DCH 2550.

D. The report shall include:

1. The name of the person involved in the incident.
2. The name(s) of witnesses.
3. The date, hour, place, and cause of the incident.
4. The effect of the incident on the person involved and the care given.
5. The name of the physician notified (if appropriate) the time of notification, and the physician's statement.
6. Corrective measures taken to avoid repetition of the incident.
7. Appropriate signatures.

E. The report shall be reviewed at a minimum by the primary clinician and the Recipient Rights Officer(s). (If the recipient is a resident of a state hospital or facility or is on convalescent status the facility or hospital Recipient Rights Officer(s) shall complete the review).

F. If the Incident Report contains a suspected violation of a recipient's rights, a recipient rights complaint shall be initiated.

G. When applicable, a copy of the Incident Report is forwarded to the Department of Human Services licensing consultant and/or Adult Protective Services by the Residential Provider.

H. Incident Reports:

1. The purpose of an Incident Report is to provide a tool for documenting unusual vents that occur which disrupt the normal routine of program administration.
2. An incident is an event occurring during the delivery of or under the auspices of community mental health services that disrupts or adversely affects the normal routine, course of treatment, or care of a recipient, or the functioning of the program or residential facility. An incident includes but is not limited to:
 - a. Death of a recipient.
 - b. Suicide or attempted suicide, or threat of suicide.
 - c. Suspected abuse, neglect, or exploitation (reported immediately).
 - d. Injuries serious or non-serious.
 - e. Abnormal or maladaptive behaviors not addressed in an Individual Plan of Services.
 - f. Medical med errors, seizures, illness, or infections.
 - g. Unauthorized absence.
 - h. Destruction of property.
 - i. Physical intervention.
 - j. Inappropriate sexual activity.
 - k. Suspected criminal offenses.
 - l. Involvement of other agencies, police, hospital, or fire.

I. Incident Reports that Involve Medication Errors:

1. Name of medication.
2. Prescribed dosage.
3. Purpose.
4. Staff who discovered error.
5. Staff responsible for error.
6. Time medication should have been given, time it was given, or why it was not given.
7. Side effects - if any.
8. Registered Nurse, Pharmacist, or physician contacted.
9. Other people contacted.

J. Incident Report Review:

1. Any injuries shall be reported to incoming staff and unexplained injuries recorded.
2. Effective Incident Reports are:
 - a. Clear
 - b. Complete
 - c. Concise
 - d. Timely
3. Incident Reports provide a tool for documenting events.
4. Uses of Incident Reports to Track:
 - a. Patterns of behavior
 - b. Safety issues
 - c. Staff training needs
 - d. Rights violations

IV. Application

All Programs Operated By and Under Contract With HBH