

3.12 REPORTING CRITICAL INCIDENTS

Overview:

The documentation and tracking of “incidents” is one method that can be used to: (1) identify patterns or trends and causes; (2) develop strategies to reduce or minimize re-occurrence; and (3) to promote the delivery of quality services.

Policy:

BACI will establish critical incident reporting procedures to:

- Document and report any incidents;
- Analyze incidents to identify patterns, trends and causes;
- Review incidents to see if they can be prevented in the future.

Where programs are licensed or funded by CLBC, the reporting of “incidents” is governed by the Residential Care Regulations or the contract with CLBC or both. Thus for the purpose of reporting incidents, there are different procedures for programs that are: (1) licensed and funded by CLBC; (2) funded by CLBC; and (3) neither licensed nor funded by CLBC.

Reporting Critical Incidents in Licensed Residential Services:

Definition:

“Reportable Incidents” are defined through the Residential Care Act as follows:

A reportable incident is an event where a person in care has been injured or has been seriously or adversely affected or has gone missing while under the care or supervision of the licensee. It is also any event or occurrence that jeopardized the health, safety, or dignity of those, in care, those providing care, or those in contact with persons in care. Examples of “Incidents” that need to be reported to the Licensing Officer include:

- Aggressive/unusual behavior for the person/client involved;
- Emotional abuse;
- Financial abuse - misuse of funds of a person in care;
- Medication error requiring emergency care or transfer to hospital;
- Missing/wandering person(s) who require ongoing supervision;
- Motor vehicle accidents involving residents/clients;
- Injury requiring medical attention;
- Outbreak of communicable disease affecting residents or staff;
- Physical abuse - either alleged or observed;
- Sexual abuse;
- Attempted suicide;
- Unexpected death;
- Unexpected illness resulting in hospitalization.

Reporting Critical Incidents in Unlicensed Services:

Definition:

All "Incidents" that are defined through the Residential Care Regulations but occur while someone is being served in any program other than licensed residential services. That is, in unlicensed residential services, life sharing homes, day programs, employment services, outreach services, child care services and the Infant Development Program (IDP).

A reportable "Incident" is any event or occurrence that jeopardizes the health, safety, or dignity of those receiving services, those providing services, or those in contact with persons receiving services. Examples of "Incidents" that need to be reported include:

- Aggressive/unusual behavior for the person/client involved;
- Emotional abuse;
- Financial abuse - misuse of funds of a person in care;
- Medication error requiring emergency care or transfer to hospital;
- Missing/wandering person(s) who require ongoing supervision;
- Motor vehicle accidents involving residents/clients;
- Injury requiring medical attention;
- Outbreak of communicable disease affecting residents or staff;
- Physical abuse - either alleged or observed;
- Sexual abuse;
- Attempted suicide;
- Unexpected death;
- Unexpected illness resulting in hospitalization.

Reporting Internal Incidents:

Some events or incidents occur during the day-to-day operation of services that do not require reporting to either the Licensing Officer or the Funding Ministry but which require internal monitoring or agency follow-up.

Definition:

Examples of "Internally Reported Incidents" include but are not limited to the following:

- Motor vehicle accidents involving agency vehicles where no individuals are involved;
- Missing or damaged agency property or funds;
- Disputes or conflicts between individuals not resulting in abuse or injury;
- Behaviors or medical issues being tracked or recorded on formal charts or logs;
- Damage to or loss of personal property of employees or individuals served by BACI;

- Repairs to property resulting from health and safety concerns;
- Incidents alleged to have happened when an individual was outside of the care or supervision of BACI (i.e. during independent outings, visiting other programs or family, etc).