Incident Reporting – WHEN TO REPORT IN SAFETYZONE

- Adverse Events – An event that reached a patient and either resulted in no harm or harm.
- Near Miss – An event that did not reach a patient which if not discovered would/might have resulted in harm.
- Unsafe Condition – Does not involve a specific patient – Circumstance/Dangerous Situations that increase probability of an event occurring.

Event Types:

- Equipment/Medical Device
  - Defective
  - Disconnected
  - Dislodged
  - Equipment or Technology System Down
  - Expired Item
  - Malfunction
  - Not Available
  - Physical Damage
  - Supplies/Accessories Inadequate
  - User Error
  - Wrong Equipment Provided in Response to Request

- Facilities/Environment of Care
  - Cluttered Area
  - Construction Hazard
  - Emergency Exit Inaccessible
  - Fire
  - Linen-Soiled/Not Available
  - Room-Dirty/Contaminated
  - Spill
  - Storage-Defective/Inappropriate
  - Water Leak/Flood

- Procedure Related
- Psychiatric Events
- Radiology
- Security
- Treatment
- Other Injury

Examples of Incidents:

**Equipment Medical Device:**
- Defective
- Disconnected
- Dislodged
- Equipment or Technology System Down
- Expired Item
- Malfunction
- Not Available
- Physical Damage
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**Facilities/Environment of Care:**
- Cluttered Area
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**Fall:**

Where did patient fall?
- Found on Floor
- From Chair, Equipment, Exam Table, Toilet/Commode, or Wheelchair
- On Stairs

Prior to fall, what was patient doing?
- Ambulating with or without assistance
- Changing positions
- Dressing or Undressing
- Held by Family Member or Caregiver
- Reaching for an Item
- Running/Playing
- Standing
- Toileting Related Activities
- Transferring to or from table, chair, stretcher
- Undergoing diagnostic or therapeutic procedure

**Infection Prevention and Control**
- Exposure Event
- Hand Hygiene Compliance Issue
- Isolation-Failure to Follow Protocol
- Single-Use Item Submitted for Reprocessing
- Sterilization/Cleanliness Issue
- Suspected Infection
IV/Vascular Access Device:
- Arterial Puncture
- Circulation Impeded
- Disconnected
- Discontinued Without Order
- Dislodgement/Migration
- Dressing Not Changed
- Excess Bleeding
- Extravasation (caustic drug)
- Hematoma
- Infiltration (non-caustic drug)
- Localized Reaction
- Nerve Damage
- Numbness/Tingling
- Occlusion
- Perforation
- Phlebitis
- Site infection
- Wrong Insertion Location
- Wrong Size Inserted

Lab/Specimen:
- Collection Issue
- Documentation-Consent Issue
- Labeling Issue
- Ordering Issue
- Patient ID Issue
- Reporting Issue
- Results Delayed
- Results Erroneous
- Specimen Availability
- Specimen Lost
- Specimen Processing
- Transporting Issue

Medication Related:
- Adverse Drug Reaction
- Controlled Substance Discrepancy
- Incorrect Concentration
- Incorrect IV Fluid
- Incorrect IV Rate
- Medication Error
- Order Entry
- Pharmacy

Patient Verification:
- Armband (If Applicable)
- Consent Issue
- Date of Birth
- Documentation Issue
- Identity Incorrectly Confirmed
- Multiple Record Numbers for One Patient
- Multiple Records for One Patient
- One Record – Multiple Patients (e.g. Twins)

Procedure Related:
- Break in Sterile Technique
- Complication-Anesthesia Related
- Complication-Surgical or Procedure Related
- Consent Issue
- Implant Issue
- Time Out/Debriefing

Psychiatric Events:
- Arrest
- Death of patient in course of treatment
- Exposure to and/or harm resulting from Domestic Violence
- Homicide or Homicide Attempt
- Psychiatric ED visit, treat and release
- Psychiatric Hospitalization
- State Central Register (child abuse/neglect report)
- Suicide
- Suicide Attempt
- Threatening Behavior or Violence

Security:
- Bio-Hazard Contamination
- Disorderly Person/Patient
- Property Damage/Vandalism
- Theft/Suspected Theft
- Unauthorized Access/Trespassing
WHAT PRACTICES CAN EXPECT TO GET BACK

WCM QPS Staff will review every case entered and reach out to the practice to help resolve incidents in a standardized way and share best practices. SafetyZone will also provide actionable data for individual practices to support their quality and patient safety efforts.

Radiology:
- Contrast: Allergic Reaction, Event, Extravasation
- Equipment Failure/Malfunction
- Exposure: Prolonged Fluro Time, Unanticipated Radiation Exposure
- Image: Incorrect, Lost, Mislabeled, Overexposed, Unavailable
- Infiltration Event
- Test: Cancelled, Delayed, Incomplete, Not Ordered, Ordered-Not Performed. Scheduled Delay, Wrong Procedure, Wrong Side
- Unclean/Unsterile Environment

Treatment:
- Adverse Reaction (Unrelated to Medication)
- Allergic Reaction (Unrelated to Medication)
- Cardiac Event
- Delay/Lack of Response to Patient Condition
- Left Against Medical Advice
- Left Without Being Seen
- Ordering Issue
- Referral Issue
- Respiratory Event
- Skin Issue
- Treatment-Delayed
- Treatment-Inappropriate
- Treatment-Incorrectly Performed
- Treatment-Performed But Not Ordered
HOW TO ENTER AN INCIDENT INTO SAFETYZONE

PREFERRED METHOD: ENTER AN EVENT TO SAFETYZONE THROUGH EPIC

Step 1: Confirm patient in Epic

Step 2: Click the center “Submit Event” Icon

Step 3: Under “Links” ⇒ Quality and Safety ⇒ SafetyZone

Step 4: Login using your CWID and Password

Step 5: Enter Patient’s Chart ⇒ Click “More” ⇒ SafetyZone

Step 6: Select Incident Reporting Form

Step 7: Complete the form appropriately; Click “Save” to submit

Note: Fields marked with an asterisk (*) are required
HOW TO REVIEW AN EVENT IN SAFETYZONE

Step 1: Access Site  
   a. Email Notification  
   b. QPS Intranet Site

Step 2: Login using your CWID and Password

Step 3: Click “My Review” Icon

Step 4: a. Change dropdown menu to “Incident Reporting Form”  
   b. Click “Select”

Step 5: a. Sort Events Accordingly  
   b. Select Event Number

Step 6: a. Complete all fields in follow up section  
   b. Change status to Closed  
   c. Click “Save Event”

QUESTIONS OR CONCERNS: Use the “Ask a Question” Link within the SafetyZone Portal  
OR Send an email to safetyzonesupport@med.cornell.edu