

## 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
- Facilities/Environment of Care
- Fall Event
- IV/Vascular Access Device
- Lab/Specimen
- Medication Related
- Patient Verification
- 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
- 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

### 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

**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

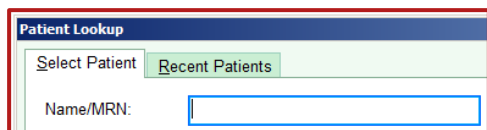
## **WHAT PRACTICES CAN EXPECT TO GET BACK**

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.

# HOW TO ENTER AN INCIDENT INTO SAFETYZONE

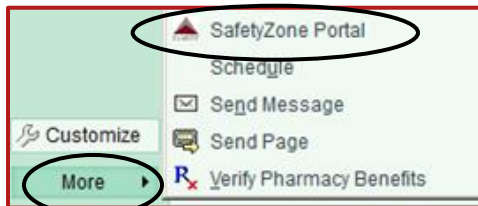
PREFERRED METHOD: ENTER AN EVENT TO SAFETYZONE THROUGH EPIC

## Step 1: Confirm patient in Epic

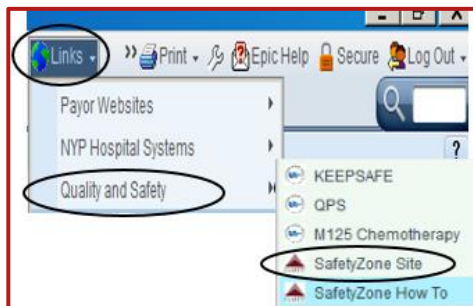


- a. Patient Record Found: Complete Steps 2 and 3
- b. No Patient Record: Go to Step 3

## Step 2: Enter Patient's Chart ➔ Click "More" ➔ SafetyZone



## Step 3: Under "Links" ➔ Quality and Safety ➔ SafetyZone



## Step 4: Login using your CWID and Password



## Step 5: Click the center "Submit Event" Icon



## 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

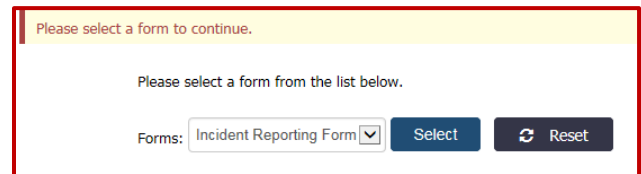


## Step 3: Click "My Review" Icon

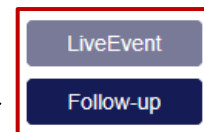


## Step 4: a. Change dropdown menu to "Incident Reporting Form"

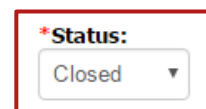
### b. Click "Select"



## Step 6: a. Complete all fields in follow up section



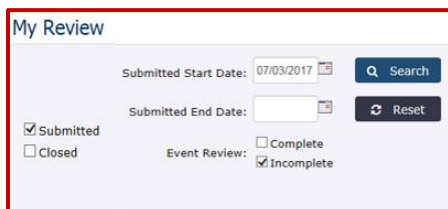
### b. Change status to Closed



### c. Click "Save Event"



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



QUESTIONS OR CONCERNS: Use the "Ask a Question" Link within the SafetyZone Portal OR Send an email to [safetyzonesupport@med.cornell.edu](mailto:safetyzonesupport@med.cornell.edu)