

3.12 REPORTING CRITICAL INCIDENTS POLICY

Overview

The documentation and tracking of “incidents” is one method that can be used to (1) identify patterns or trends and causes; (2) to develop strategies to reduce or minimize reoccurrence 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 MCFD or CLBC, the reporting of “incidents” is governed by the Residential Care Regulations or the contract with MCFD or CLBC or both. Thus for the purpose of reporting incidents there are different procedures for (1) programs that are licensed and funded by MCFD or CLBC; (2) that are funded by MCFD or CLBC and (3) that are neither licensed nor funded by MCFD or CLBC.

Reporting Critical Incidents in Licensed Residential Services

Definition

“Reportable Incidents” are defined through the Residential Care Regulations 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. As well 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:

- 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

Reportable incidents are defined by CLBC and MCFD policy and apply to all unlicensed residential services, day programs, employment services, outreach services, child care services and 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 resident/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).