

SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER

POLICY AND PROCEDURE MANUAL

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Policy 615 – Incident Reporting and Adverse Events

The SHCMHC OBMAT program shall document adverse incidents. Incidents will be investigated when necessary and corrective action will be taken when necessary. Adverse incidents will be tracked and trended.

Adverse incidents may include but not limited to:

- Immediate threat to the care or safety of an individual, whether staff member, visitor, patient or other patient.
- Serious operational or personnel problems.
- The potential to undermine public confidence in the OBMAT program.
- Incidents or adverse events may include
 - Program medication errors or other known medication errors.
 - Potentially lethal patient suicide attempts.
 - Drug or substance-related hospitalization of a patient
 - Overdose
 - Narcan administration
 - Patient death or serious injury due to trauma, suicide, medication error or unusual circumstances.
 - Harm to family members or others from ingesting a patient's medication.
 - Selling drugs or substances on the premises.
 - Medication diversion
 - Harassment or abuse, including physical, verbal, sexual and emotional, of patients by staff.
 - Theft, burglary, break-in or similar incident at the program.
 - Violence
 - Significant disruption of services due to disaster such as fire, storm, flood or other occurrence.
 - The potential for negative community reaction or which the program director or medical director believes may lead to community concern.
 - Incidents or adverse events shall be reviewed on a quarterly basis by the medical director who may choose to make recommendations to the administration, governing body or owner or owners regarding the improvement in the process to prevent further incidents.

SHCMHC shall assure in the event of an adverse incident the incident will be properly documented and reported.

SHCMHC will assure that, when necessary, adverse incidents will result in a prompt investigation and review of the situation surrounding the incident or adverse event. SHCMHC will also assure that appropriate and timely corrective action is taken if needed. Ongoing monitoring of the corrective action will occur.

Within seven days of an incident or adverse event, SHCMHC will file a report with the state oversight agency consisting of the following:

- The action or actions implemented to prevent the reoccurrence of the incident or adverse event.
- The time frames for the action or actions to be implemented.
- The person or persons designated to implement and monitor the action or actions.
- The strategies for the measurements of effectiveness to be established to prevent future recurrence.

The SHCMHC OBMAT program shall report any known death involving drug overdose or drug-related complications to the state opioid treatment authority and the state oversight agency within 24 hours of the program receiving notification of the mortality.