

**WOODLANDS BEHAVIORAL HEALTHCARE NETWORK BOARD**

**RECIPIENT RIGHTS DIRECTIVE**

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**Subject:** INCIDENT/ACCIDENT/ILLNESS REPORTS

**Originated:** 10/85 **Approved By:** CEO

**Reviewed:** 2/97, 8/00, 7/01, 06/07, 08/09, 07/10, 03/11, 04/12, 05/13, 05/14, 03/15, 04/16

**Revised:** 3/26/92, 8/30/94, 11/99, 8/02, 03/06, 06/11, 07/12, 05/13, 09/16

**PURPOSE:**

To assure timely review, uniformity, and consistency in reporting unusual incidents involving a recipient that adversely disrupts the normal routine or program administration.

**I. DEFINITIONS:**

An **incident** shall be defined as an incident that is outside the scope of the regular routine or treatment parameters of a recipient, a new or infrequent behavior, elopement, wandering, or other unusual occurrence resulting in a possible violation of another recipient's right(s). In addition, situations that may pose a possible threat and/or risk to the health or safety of self, others, the agency, or any behavior prohibited under Personnel Policy 3.4.1-2 shall also be considered an incident. An **accident** shall be defined as any act or happening that results in harm to self or others, or an act in which serious consequences were avoided, but require review in order to promote a safer environment. A reportable **illness** shall be defined as one which is serious and/or communicable, or one which requires emergency medical treatment, i.e., emergency rooms, walk-in clinics, same day doctor's appointments, or hospitalization.

**II. REPORTING:**

All incidents/accidents/illnesses shall be verbally reported to the supervisor in charge as soon as possible and to appropriate reporting entities depending on the seriousness of the incident/accident/illness. All incident/accident/illnesses must be documented in writing within 24 hours on an Incident/Accident/Illness Report form. If the Incident/Accident/Illness involves a potential or known rights violation, a verbal report must be given to the rights officer within 24 hours. When appropriate, an incident report should be investigated so that appropriate follow-up care and/or remedial action is taken to assure the safe and humane treatment of the recipient.

When a death occurs, or abuse or neglect is suspected, contact the Office of Recipient Rights immediately (445-2451). If the incident occurs on the weekend or after hours, contact the Recipient Rights Officer by calling the on-call number (1-800-323-0335).

A copy of the original report will be sent to the Recipient Rights office within 24 hours. The original copy will be sent to the designated supervisor for a signature and then forwarded to the Recipient Rights office. Also, a copy will be sent to the Case Manager. In the event of an accident, a copy will be sent to the Safety Committee. Reports may be disseminated either verbally or in writing to others, i.e.

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therapist, or other program staff as deemed appropriate based on the nature of the accident/incident/illness. Reports may be disseminated verbally to guardians and/or residential care providers. Copies or photocopies of reports shall not be retained in recipient files nor at the program site.

If a medical bill is incurred a copy of the report will be attached to the bill. In the event that an accident results in an injury that may be covered by Woodlands' Insurance, a second copy is sent to the finance department for processing of the claim.

Pertinent facts that may affect the recipient's treatment plan should be noted in their case record.

**III. COMPLETING THE REPORT:**

Fill in every blank on the form except the section to be completed by a supervisor. Supervisors must sign, date, and fill out the Corrective Measures section of the report. In incidents involving serious injury, death, or suspected abuse or neglect, notate the date and time the Recipient Rights office was notified.

**V. FOLLOW-UP:**

More than two incident reports on the same recipient in any one month may require an informal meeting between the Core Team to determine if the need for a formal intervention plan should be explored. If needed, a meeting will be held with a team of persons chosen by the recipient and/or guardian to discuss revising the treatment plan to include behavioral intervention. (See discipline Procedures and Referral to Behavior Treatment Committee.)

The Recipient Rights Officer:

- a. Conducts review ensuring that there is sufficient information to explain incident, proper documentation and the adequate protection, comfort and care was provided to recipient.
- b. If Incident Report indicates a rights problem, the Recipient Rights Officer will contact agency staff for further information/action, possibly converting the Incident Report to a Recipient Rights Complaint.

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- c. Sends copy when necessary to the appropriate person and files Incident Report and monitors for additional incidents.
- d. Notifies Executive Director of any unusual incidents, when a death occurs, or abuse or neglect are suspected as soon as practicable, but no later than the next working day.