

## Internal Incident and Event Reporting

### Policy


It is the policy of Central Florida Behavioral Health Network, Inc. (CFBHN) to define, report and review incidents and events internal to CFBHN.

### Purpose

The purpose of this policy is to establish guidelines for the reporting of internal CFBHN incidents and events, and to ensure that they are properly documented and reviewed for risk management and quality improvement purposes.

### Procedure

1. Definitions
  - A. Incident: Any out-of-the-ordinary occurrence that has a significant impact on the organization's operations, staff, and/or visitors. This includes near-misses and other situations in which manageable or no consequences are felt, but that, under a different set of circumstances, the potential for serious impact is present.
  - B. Event: Activities that involve the release of information or a formal report to a third party. These tasks take place with varying degrees of frequency, and are elements of CFBHN operations that require documentation, tracking and trending.
2. Employees are expected to report any incident/event that occurs while they are working at the CFBHN main office or a remote location. Incident report training is provided at orientation, and updated on an annual basis. .
3. If there are any questions as to if an incident/event should be reported, the Risk Manager, Quality Improvement Manger or Director of Continuous Quality Improvement (CQI) should be contacted.
4. On the same day of the occurrence, or as soon as possible, employees must ensure that all work-related injuries are reported to Human Resources and the CFBHN Safety Officer or other designed staff.
5. Internal incidents and events should be documented as soon as possible utilizing the RL6 Incident Report system.
6. Risk Management data is compiled into a monthly report, and reviewed by the Risk Management and QI Oversight Committee, Board QI Committee and the Board of Directors. Additional supporting documentation is kept on file by the Risk Manager and Director of CQI.

<b>Internal Incident and Event Reporting</b>		Date Issued: <u>11/01/2002</u>
Approval: _____		Last Revision: <u>10/29/2020</u>
Linda McKinnon, President/Chief Executive Officer		Review Date: <u>10/29/2020</u>

INTERNAL INCIDENT REPORT CATEGORIES		
Category:	Defined as:	Examples:
<b>Alarm Issues</b>	Any problem or out-of-the-ordinary occurrence involving the office alarm system.	<ul style="list-style-type: none"> <li>• Notice of the building alarm being tripped, either unintentionally or unintentionally;</li> <li>• Difficulties arming or disarming the alarm;</li> <li>• Finding the alarm not set when it should have been</li> </ul>
<b>Building Security</b>	Disruption of building security, including near-misses.	<ul style="list-style-type: none"> <li>• Lost key fob</li> <li>• Visitor to the office gains entry thru staff-only doors</li> </ul>
<b>Computer Security</b>	Loss or compromise of computer equipment or devices that allow for access to the CFBHN system.	<ul style="list-style-type: none"> <li>• Lost or stolen laptop/cell phone</li> </ul>
<b>Data Security</b>	Unsecured/unprotected data sent to, or from, CFBHN. This category includes data used to identify clients and/or information related to their health, treatment or care.	<ul style="list-style-type: none"> <li>• PHI or client identifying information sent to or from CFBHN</li> <li>• Compromised username and/or password</li> </ul>
<b>Equipment Malfunction or Failure</b>	Malfunction or failure of a <u>major</u> piece of equipment that significantly impacts the ability of CFBHN to operate normally.	<ul style="list-style-type: none"> <li>• Server failure</li> </ul>
<b>Facility Issues</b>	Problems or issues noted within the CFBHN building or grounds.	<ul style="list-style-type: none"> <li>• Leaks</li> <li>• Ripped, worn, buckled carpet</li> <li>• Broken toilets</li> </ul>
<b>Infection Control</b>	Conditions that have, or are likely to, spread disease, infection or illness.	<ul style="list-style-type: none"> <li>• Illness that is likely to have been spread among multiple staff members</li> <li>• Food spoilage</li> </ul>
<b>Media or Potential Media</b>	An act, circumstance or incident that involves CFBHN and the media, or has the potential for media involvement	<ul style="list-style-type: none"> <li>• An individual threatens to call the media with a story involving CFBHN</li> </ul>
<b>Medical Emergency/ Injury/ Death</b>	Medical emergency, injury or death of a CFBHN staff member or visitor to the office. This type of incident can happen at the office, or at other location while on the clock.	<ul style="list-style-type: none"> <li>• Staff member is injured in a car accident on the way to a meeting</li> <li>• A visitor trips in the lobby and is injured</li> </ul>
<b>Property Theft, Damage or Destruction</b>	Theft, vandalism, damage, sabotage, or destruction of property of significant value or importance.	<ul style="list-style-type: none"> <li>• Disgruntled employee vandalizes an office</li> <li>• A tree crashes into the building</li> <li>• An employee's purse or wallet is stolen while at the office</li> </ul>
<b>Threats to Safety</b>	An intentional act or threat that jeopardizes the health, safety, or welfare of clients or personnel and/or the safety and security of property or technology resources.	<ul style="list-style-type: none"> <li>• Threats of harm received in person, by telephone, in writing, via mail, electronically, or otherwise to clients, personnel, property or technology</li> <li>• Bomb or chemical threats</li> </ul>
<b>Utility Failure</b>	Failure of a utility system that results in an impact on the operations of CFBHN.	<ul style="list-style-type: none"> <li>• Power outage</li> <li>• Internet outage</li> <li>• Water shut-off</li> </ul>
<b>Other</b>	Any event not captured by one of the other internal incident categories but that has, or is likely to have, a significant impact on CFBHN staff or operations.	