

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 the organization.

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, 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 RLDatix incident report system.
6. Risk Management data is compiled into a monthly report and reviewed by the Risk Management and CQI Oversight Committee, Board CQI Committee and the Board of Directors. Additional supporting documentation is kept on file by the Risk Manager and Director of CQI.

Internal Incident and Event Reporting Approval:  Alan Davidson, President/Chief Executive Officer	Date Issued: <u>11/01/2002</u> Last Revision: <u>07/31/2024</u> Review Date: <u>04/23/2025</u>
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INTERNAL INCIDENT REPORT CATEGORIES		
Category:	Defined as:	Examples:
Alarm Issues	Any problem or out-of-the-ordinary occurrence involving the office alarm system.	• Notice of the building alarm being tripped, either unintentionally or unintentionally; • Finding the alarm not set when it should have been
Building Security	Disruption of building security, including near-misses.	• Lost key fob • Visitor to the office gains entry thru staff-only doors
Computer Security	Loss or compromise of computer equipment or devices that allow for access to the CFBHN system.	• Lost or stolen laptop/cell phone
Data Security	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.	• PHI or client identifying information sent to or from CFBHN • Compromised username and/or password
Equipment Malfunction or Failure	Malfunction or failure of a <u>major</u> piece of equipment that significantly impacts the ability of CFBHN to operate normally.	• Server failure
Facility Issues	Problems or issues noted within the CFBHN building or grounds.	• Broken fixtures, sinks or toilets • Ripped, worn, buckled carpet
Infection Control	Conditions that have, or are likely to, spread disease, infection or illness.	• Illness that is likely to have been spread among multiple staff members • Food spoilage
Media/Potential Media	An act, circumstance or incident that involves CFBHN and the media, or has the potential for media involvement	• An individual threatens to call the media with a story involving CFBHN
Medical Emergency/ Injury/ Death	Medical emergency, injury or death of a CFBHN staff member or office visitor. This type of incident can happen at the office, or at other location while on the clock.	• Staff member is injured in a car accident on the way to a meeting • A visitor trips in the lobby and is injured
Property Theft, Damage or Destruction	Theft, vandalism, damage, sabotage, or destruction of property of significant value or importance.	• Disgruntled employee vandalizes an office • A tree crashes into the building • An employee's property is stolen while at the office
Threats to Safety	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.	• Threats of harm received in person, by telephone, in writing, via mail, electronically, or otherwise to clients, personnel, property or technology • Bomb or chemical threats
Utility Failure	Failure of a utility system that results in an impact on the operations of CFBHN.	• Power or internet outage • Water shut-off
Other	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.	
INTERNAL EVENT CATEGORIES		
• Abuse Registry Notification • Clinical Record Requests • Media Requests • Public Records Requests • Receipt of Legal Notices • Reports to Licensing Bureaus • Reports to the Office of the Inspector General (OIG) • Wellness Check Requests		