



Ambulatory Clinic Policy and Procedure

Title: OCCURRENCE REPORTING	Policy Number: EP 8.4
Regulation Joint Commission Reference:	Effective Date: 11/2019

Policy Statement:

It is the policy of the Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) to track, trend and analyze unexpected or undesirable outcomes to identify patterns that indicate opportunities for improvement emphasizing systems and processes versus individual performance. This policy is to be used for occurrences in the ambulatory clinical areas only.

Scope and Distribution:

This policy applies and will be distributed to all Texas Tech Physicians of El Paso ambulatory clinics.

Procedure:

1. An unusual occurrence is any event not consistent with routine operations of the clinic, or the routine care of a particular patient. The following types of incidents should be reported:
 - a. Untoward events involving medication, prescription, dosage or administration;
 - b. Patient/visitor trip and falls;
 - c. Medical equipment malfunction or failure;
 - d. Unusual or infrequent adverse effects or outcomes of any treatment;
 - e. Circumstances which result in delay of proper treatment, prolongation of illness or complicating the course of a current illness;
 - f. Complications arising in the course of medical diagnosis or treatment not anticipated and not the result of the illness, despite proper care and treatment;
 - g. Issues involving informed consent including reasonable disclosure of risks attendant to any diagnostic, medical or surgical procedure or treatment;
 - h. Any "near miss" or situation that increases the potential for patient harm;
 - i. Medical emergencies involving patients or visitors in the clinical area.

2. In the event of an unusual occurrence:
 - a. Obtain medical attention as appropriate;
 - b. If the patient or visitor refuses treatment, note this in the Occurrence Report via the electronic reporting system and in the patient's medical record;
 - c. Make an immediate telephone report to the Office of Claims Management if death or serious injury occurs;
 - d. If the occurrence involves any immediate environmental concerns, call Safety Services or Facilities and Operations Management as appropriate;
 - e. If a piece of equipment is involved, immediately remove the equipment and secure until received by the responsible department. Include the serial number of the item on the report;
 - f. The Occurrence Report should be prepared by the TTUHSC El Paso employee involved with the incident as soon as possible after the incident occurs. The report should be completed by stating only the facts, not assigning blame or including judgments.
 - g. The Occurrence Report will automatically be routed to the Office of Claims Management, the Office of Quality Improvement, and Safety Services to be evaluated, validated, and routed for further investigation as follows:



Ambulatory Clinic Policy and Procedure

- i. Reports involving physician liability issues will be handled by the Office of Claims Management/Professional Liability.
 - ii. Reports involving nursing liability issues will be handled by the Office of Quality Improvement or Office of Claims Management, as appropriate.
 - iii. Reports involving any hazardous environmental situation will be handled by Safety Services.
 - iv. If the Office of Quality Improvement determines that the occurrence meets Sentinel Event criteria, Policy EP 8.2, Management of Sentinel Event, will be activated.
- h. A summary report of unusual occurrences should be reviewed and analyzed by the appropriate campus committee dealing with Patient Safety/Claims Management issues. The committee should recommend further analysis and corrective action as appropriate.
3. Occurrence reports are not to be filed with the patient medical record. These documents are confidential, and therefore no reference to the report should be made in the medical record. Employees should not discuss incident with anyone at any time except as part of a supervisor's duty. Occurrence reports should not be printed for any reason.
- a. Care provided as a *result* of the event should be documented in the medical record.

Policy Number: EP 8.4	Original Approval Date: 10/2015
Version Number: 2	Revision Date: 11/2019
Signatory approval on file by: Juan Figueroa, M.D. Director of Clinical Operations Clinic Operations Committee, Chair Paul L. Foster School of Medicine	