

	<b>County of Sacramento Department of Health Services Division of Primary Health Policy and Procedure</b>	Policy Issuer (Unit/Program)	<b>JCH</b>
		Policy Number	<b>A06-1403a</b>
		Effective Date	<b>07-09</b>
		Revision Date	<b>07-19</b>
<b>Title: Incident Reporting</b>		Functional Area: Governance and Administration	
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**Policy:**

When an incident occurs, Juvenile Correctional Health (JCH) staff members are required to thoroughly complete each step of the reporting process electronically. This facilitates early investigation, clarification, evaluation and corrective action if indicated.

**Procedures:**

- A. Definition of Incident – “incident” for purpose of this policy is defined as any occurrence that is not consistent with routine clinic operations and/or that potentially may, or actually did affect the quality of youth (patient) care or present a safety risk or liability. Reportable incidents are included in the following major categories:
  - 1. Medical Quality of Care
    - a. Serious drug reaction
    - b. Medication error
    - c. Medication treatment error
    - d. Treatment error
    - e. Questionable clinical practices
    - f. Diagnostic testing error/problem
    - g. Failure to appropriately refer a patient
    - h. Delay in evaluation or treatment with significant adverse outcome
    - i. Medical emergency
    - j. Death
    - k. Prevalence of communicable disease
    - l. Any unaccounted/missing controlled substances
  - 2. Accidents
    - a. Patient injury
    - b. Visitor injury
    - c. Staff injury

3. Security
    - a. Threats of violence or physical assault on staff
    - b. Serious compromise of medical services due to security events
    - c. Narcotic /controlled substances discrepancies
    - d. Missing items considered contraband
    - e. Threat or pursuing claim of litigation
  4. Facility maintenance
    - a. Physical plant or maintenance issues
    - b. Equipment malfunction or failure
    - c. Environmental hazards
    - d. Property damage
    - e. Fire/flooding
  5. Unusual occurrence (isolated, noteworthy events deemed reportable to the supervising registered nurse)
- B. Reporting Process
1. Verbal report
    - a. Staff shall report the incident verbally to the on-site supervising registered nurse as soon as possible.
    - b. If the incident involves property damage or loss that is considered contraband, it is the responsibility of the reporting staff to contact the Probation supervisor immediately.
    - c. It is the responsibility of the supervising registered nurse to provide direction as necessary, to ensure the safety of all parties involved.
  2. Written report – In all instances, the following guidelines apply:
    - a. Any employee directly involved in or witness to the incident is required to complete an incident report form. The following guidelines will apply to employee's duty:
      1. Complete sections A to C of the incident report form. The form is located in <W:\Primary-Health\JMS\JMS - EMPLOYEE\Incident Report Forms\Juvenile Medical Services Incident Report form.docx>
      2. Sign and date with your complete name and title electronically on Section D.
      3. Incident report forms shall be forwarded as an attachment to an email to the on-site supervising registered nurse before the end of the shift. In the absence of a supervising registered nurse, the incident report form shall be forwarded to the clinic manager.
      4. The supervising registered nurse will review the submitted incident report form for accuracy and completeness, and if necessary, assists the reporter to complete the form correctly.

5. Only factual information shall be documented. Opinions and feelings regarding the incident is inappropriate.
  6. References to the incident report should not be contained in the electronic medical record.
- b. The following guidelines will apply to the supervising registered nurse's duty:
1. The supervising registered nurse shall immediately notify the pharmacist by forwarding reportable pharmaceutical incidents thru email.
  2. Upon receipt, the supervising registered nurse shall complete section E of the incident report form. This shall include documentation of staff and/or youth (patient) interviews, interventions, and investigatory actions.
  3. In the event of an employee injury, the supervising registered nurse completes a Supervisor Report of Illness/Injury and Worker's Compensation forms and interoffice mail to the Worker's Compensation Office.
  4. All incident report forms shall be forwarded to the clinic manager within 24-72 hours. Collateral documentation necessary to substantiate or investigate the incident should be scanned and attached with the completed incident report form.
- c. Clinic Manager
1. Corrective action or recommendations shall be indicated by the clinic manager on Section F of the incident report form.
  2. The clinic manager will upload the completed incident report forms in a confidential risk management folder W:\Primary-Health\JMS\JMS - EMPLOYEE\Incident Report Forms - Completed by category.
- d. Pharmacist
1. Any unaccounted controlled substances
    - a. In the event of missing/unaccounted for controlled substances, the supervising registered nurse shall immediately notify the pharmacist.
    - b. The pharmacist will investigate the discrepancy by the next business day. If a violation is suspected or determined to have occurred, the pharmacist will submit a report to the local DEA field office and the California State Board of Pharmacy.
- e. Quality Assurance
1. Representatives from the medical, nursing and pharmacy departments will meet monthly to discuss all reported pharmaceutical incidents.
  2. A summary of incident reports by category must be submitted to the health administrator on a quarterly basis. Recurring patterns of incidents will be noted at that time and used as basis for policy and procedure development.

- C. Inter-Departmental Requests – Juvenile Correctional Health (JCH) staff may be asked to complete a written report as a witness to a disturbance within the facility.
1. Probation may request incident reports for the following situations:
    - a. Altercation between staff and detained youth
    - b. Altercation between two or more detained youth
    - c. Missing items considered as contraband.
  2. Juvenile Correctional Health (JCH) staff is to use the Juvenile Correctional Health Incident Report Form. W:\Primary-Health\JMS\JMS - EMPLOYEE\Incident Report Forms\JUVENILE MEDICAL SERVICES INCIDENT REPORT FORM.docx
  3. The clinic manager will forward the completed incident report form to the supervising probation officer.

**References:**

NCCHC, Y-A-06

Title 15, Article 8, Section 1405

**Attachment:**

[..\Incident Report Forms\CORRECTIONAL HEALTH SERVICES-JUVENILE INCIDENT REPORT FORM.docx](#)

**Contact:**

N/A