



Incident Disclosure & Management

Bellwoods has adopted safety as a strategic priority and is committed to the prompt resolution of any incident involving a client during the provision of service. This includes timely reporting, investigation, corrective response/resolution, and appropriate client and staff communication and education. Service Risk Identification Forms are kept in AlayaCare where all outcomes are documented. Although incident reports are linked to the involved client in AlayaCare, they do not constitute part of the client record.

Types of Incidents

An incident may be a unique one-time event (e.g., client receiving mislabeled medications) or it may be representative of a trend or a larger impact that requires a broader level of intervention (e.g., a repeated incorrect practice). All incidents are tracked according to the **type of incident** (see below).

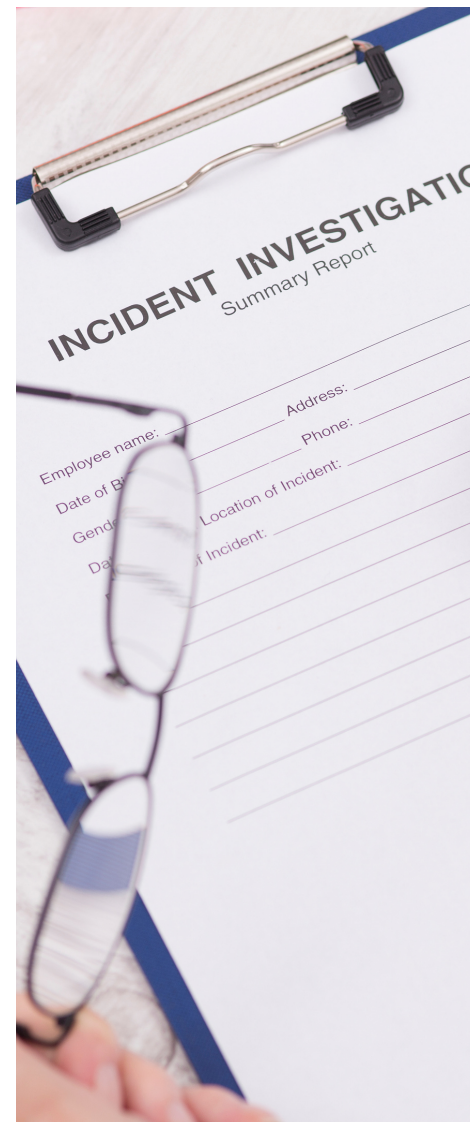
No Harm Event: Any incident that occurred during the provision of service, but did not result in harm or injury to the client, equipment or property.

Near Miss: Any situation that could have resulted in harm or injury, but was averted (e.g., fire/trip hazard, defective/broken equipment).

Minor Harm Event: Any incident that occurred during the provision of service that resulted in a client injury or medical complications of a minor or non-critical manner (no hospitalization & non life-threatening) and that may or may not have required some treatment (e.g., First Aid).

Adverse Event: (formerly referred to as sentinel event)

Any incident that occurred during the provision of service that resulted in a client's death, or major and enduring medical complication or loss of function.





Incident reporting - Commitment to Incident Reporting

Bellwoods fosters a culture of integrity and transparency in incident reporting for the mutual benefit of its staff and clients. Incident reports follow a standard set of Guidelines (see below) and are tracked as No Harm, Near Miss, Minor Harm Events and Adverse Events. The Guidelines are used to resolve individual situations to the satisfaction of all involved. They are also used to trend incidents for the purpose of risk mitigation, client safety and quality improvement.

Employee

- Ensure the immediate safety of the client and call for medical treatment/support, as required.
- Report the incident in AlayaCare using the Service Risk Identification Form prior to the end of the shift.
- If a Minor Harm or Adverse Event occurs, advise the Supervisor of Client Services by telephone as soon as the situation is stable (or immediately, in the event of client death).

Manager/Director, Client Services

- Follow up with Supervisor on unresolved incidents and provide assistance to bring to resolution.
- Escalate incident and investigation further, as required.
- Conduct a weekly review to monitor and ensure that incidents are being properly addressed.
- Maintain incident investigation and resolution documentation securely and separate from the client record.

Quality & Stakeholder Relations Committee (of the board)

- Review quarterly summary incident reports to identify trends and opportunities for improvement.
- Advise the Joint Occupational Health & Safety Committee with respect to any necessary investigation and follow-up to incidents with the potential to affect staff safety and security (e.g., defective equipment).
- Share the summary report and key findings with BCAC.

Supervisor, Client Services

- Review incident reports in AlayaCare within one (1) business day of report filing.
- Conduct investigation with staff member(s) and client involved, as required.
- Document findings, resolution and communication with client.
- Escalate to the Manager of Client Services, if additional support is needed, within two (2) business days.
- If an Adverse Event, advise the Manager by telephone immediately.

Vice President of Service Excellence & Innovation

- Provide advice and support to Manager/Director to help resolve incidents that have been escalated, as required.
- CEO or designate to communicate with legal counsel, as required.
- CEO or designate to advise Ministry of Health of Adverse Events, as required by the Ministry.



Incident reporting - Outcomes

In addition to these four types of incidents, Bellwoods has also started to track client illness using quality indicators such as falls, skin breakdown and UTIs. Even though the vast majority of these conditions are not related to service provision, tracking them helps to capture any systemic factors that may contribute to the event and also allows Bellwoods to work with clients to achieve better clinical outcomes.

Disclosure of Incidents

- There are written policies (CS-D5-01 Client Incident Reporting and Response and CS-D6-01-Client Incident Disclosure and Supports) that outlines the process for reporting and disclosure of client incidents and outlines procedures for follow-up.

Reporting of Incidents

- Incident reports are tracked and reviewed quarterly by the Quality & Stakeholders Relations Committee of the Board.
- Improvements are made following investigations and follow-up.

