



NC Department of Health and Human Services NC Nurse Aide I Curriculum

Module N Incident Report

July 2019

Objectives

- **Define and describe the significance of an incident report**
- **Discuss the importance of accurate, detailed reporting and documentation**
- **Determine which incidents require a report and who is involved in reporting**
- **Provide guidelines for reporting and recording**

Incident Report (1)

- **Method of documenting facts surrounding an unexpected event in the healthcare setting**
- **Based on factual, objective account of what occurred**



Incident Report (2)

- **Are confidential and intended for use between the facility and facility legal team**



Incident Report – Required when (1)

- **A resident falls, verbalizes or shows fear or signs of harm, develops unusual signs of pain, has a visible misalignment of an extremity or develops a noticeable change in gait**
- **A resident is reported missing from the healthcare facility**

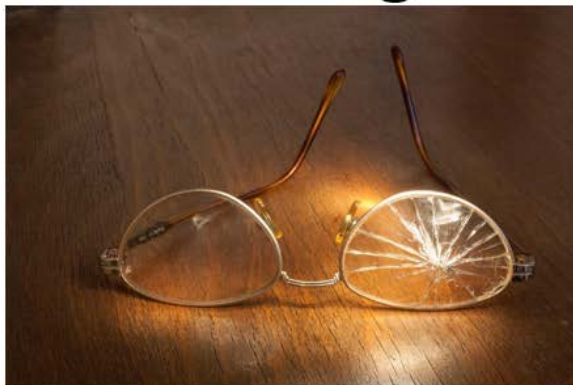


Incident Report – Required when (2)

- A mistake is made while providing resident care

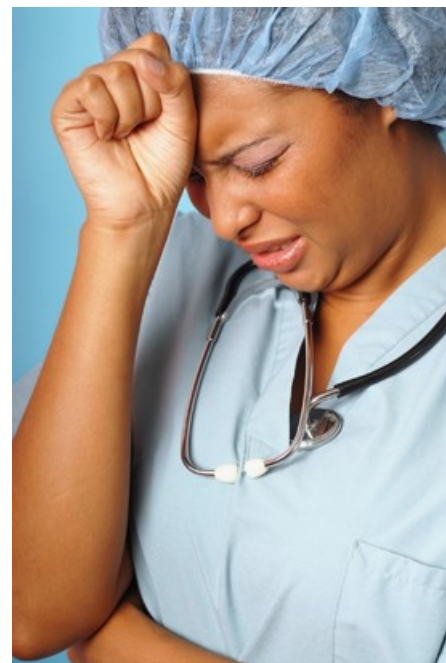


- An item or personal belonging breaks, becomes damaged or is missing



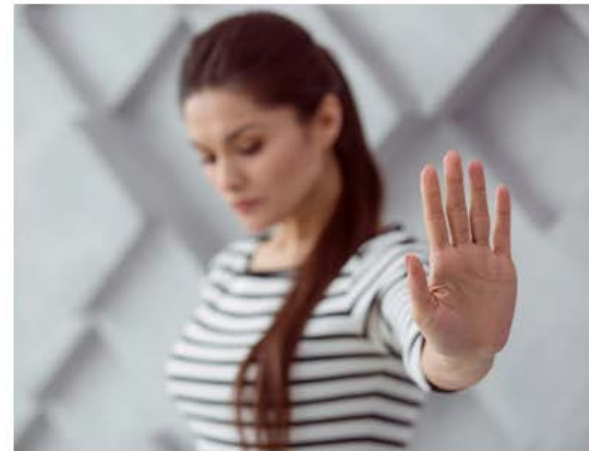
Incident Report – Required when (3)

- **A request is made that is outside the NA's scope of practice**
- **The NA is made to feel uncomfortable, threatened or unsafe**



Incident Report – Required when (4)

- **Inappropriate actions, sexual advances or remarks are made**



- **An angry outburst occurs by family members or staff**

Incident Report - Importance

- **Required by the facility based upon State and Federal guidelines**
- **Completed by individuals involved at the scene, those on duty at the time, and those who observed the incident**
- **Detailed accurate account of who was involved, what, when and where the incident occurred, what immediate actions and additional steps were taken to prevent recurrence**

Incident Report – Guidelines

- **Describe in detail what was seen or heard**
- **Document the time the incident occurred**
- **Describe the person’s reaction to the incident**
- **State the facts; do not include opinions**
- **Describe the action taken to give care**
- **Describe the outcomes noted from actions taken**



Incident Report – Points to Remember

- **Complete the report as soon as possible**
- **Reporting and recording events of the incident is a protective rather than punitive measure**
- **Documentation reviewed by management and members of the healthcare team**
 - **Becomes part of the resident's records**
 - **Is used to track how or if the resident becomes negatively impacted from the incident**
- **New policies and procedures may be established to prevent future incidents**

Incident Report – Can Help Save a Life

