



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Service Regulation

# **State-approved Curriculum Nurse Aide I Training Program**

## **MODULE N Incident Report**

### **Teaching Guide 2024 Version 2.0**



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



North Carolina Department of Health and Human Services  
Division of Health Service Regulation  
North Carolina Education and Credentialing Section

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## **Module N – Incident Report Teaching Guide**

### **Objectives**

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

### **Advance Preparation – In General**

- Review curriculum and presentation materials
- Add examples or comments to Notes Section
- Set up computer/projector

### **Supplies – Optional**

### **Handouts**

- **#N9 Resident Incident Report**

### **Instructional Resources/Guest Speakers**

- **Resident Incident Report Forms:** Resident incident report forms from a variety of local health care facilities (Teaching Tip #N9)

### **Advance Preparation – Teaching Tips**

- **#N9 Incident Report Forms:** Obtain various incident report forms from facilities in the area. Make copies to distribute among students

### **Advance Preparation – Activities**

- **#N13 Resident Incident Report:** Determine how to divide students into small groups based on the number in class; duplicate Handout #N9, one for each student

## **Module N – Incident Report Definition List**

**Gait** – a manner of walking or moving on foot

**Incident** – any event that has harmed or could harm a resident, visitor, or staff member

**Incident Report** – documentation of facts surrounding any unexpected event in healthcare setting; also called an *occurrence*, *accident* or *event report*.

**Punitive** – inflicting, involving, or aiming at punishment

| <b>Module N - Incident Report</b>   |               |
|---|---------------|
| <b>(S-1) Title Slide</b>  |               |
| <b>(S-2) Objectives</b> <ol style="list-style-type: none"> <li>1. Define and describe the significance of an incident report</li> <li>2. Discuss the importance of accurate, detailed reporting and documentation</li> <li>3. Determine which incidents require a report and who is involved in reporting</li> <li>4. Provide guidelines for reporting and recording</li> </ol>   |               |
| <b>(S-3) Incident Reporting</b> <ul style="list-style-type: none"> <li>• Method of documenting facts surrounding an unexpected event in healthcare setting</li> <li>• Based on factual, objective account of what occurred <ul style="list-style-type: none"> <li>— Explain how to document facts through observation</li> </ul> </li> </ul>  | <b>Notes:</b> |
| <b>(S-4) Incident Report</b> <ul style="list-style-type: none"> <li>• Confidential and intended for use among the facility staff, management and legal team</li> <li>• Not part of the resident's record <ul style="list-style-type: none"> <li>— Explain how documentation may be used if legal action is pursued by the resident, family or facility</li> <li>— Follow facility policy</li> </ul> </li> </ul>   | <b>Notes</b>  |
| <b>(S-5) When is an Incident Report Required? (1)</b> <ul style="list-style-type: none"> <li>• 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 <ul style="list-style-type: none"> <li>— Resident may not put weight on a leg because a fracture has occurred during an unwitnessed event</li> </ul> </li> <li>• A resident is reported missing from the facility</li> </ul> | <b>Notes:</b> |
| <b>(S-6) When is an Incident Report Required? (2)</b> <ul style="list-style-type: none"> <li>• A mistake is made while providing resident care (it could be something as simple as feeding the resident the wrong meal – i.e. regular diet vs pureed diet)</li> <li>• An item or personal belonging is damaged, broken or missing</li> </ul>  | <b>Notes:</b> |
| <b>(S-7) When is an Incident Report Required? (3)</b> <ul style="list-style-type: none"> <li>• The nurse aide performs a task that is outside the nurse aide's range of function</li> <li>• The nurse aide is threatened and feels unsafe</li> </ul>  | <b>Notes:</b> |
| <b>(S-8) When is an Incident Report Required? (4)</b> <ul style="list-style-type: none"> <li>• Inappropriate actions, sexual advances or remarks</li> <li>• An angry outburst occurs by family members or staff</li> </ul>  | <b>Notes:</b> |
| <b>(S-9) Incident Report – Importance</b> <ul style="list-style-type: none"> <li>• Required by the facility based upon State and Federal guidelines</li> </ul>  | <b>Notes:</b> |

| <b>Module N - Incident Report</b>  |               |
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| <ul style="list-style-type: none"> <li>Completed by individuals involved at the scene, those on duty at the time, and those who observed incident</li> <li>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</li> </ul>  |               |
| <b>TEACHING TIPS #N9: Incident Report Form</b><br>Pass around various incident report forms obtained from facilities in the area and indicate how they differ and how they are alike.  | <b>Notes:</b> |
| <b>(S-10) Incident Report – Guidelines (1)</b> <ul style="list-style-type: none"> <li>Describe in detail what was seen or heard; do not make assumptions</li> <li>Document the time the incident occurred</li> <li>Details should be recorded in sequence</li> <li>Describe the person's reaction to the incident</li> <li>If subjective information is documented, it should include <i>exactly</i> what the resident or involved party said</li> </ul>   | <b>Notes:</b> |
| <b>(S-11) Incident Report – Guidelines (2)</b> <ul style="list-style-type: none"> <li>State the facts; do not include opinions or place blame</li> <li>Describe the action taken to give care and whether the injury was a direct result of the incident</li> <li>Describe the outcomes noted from actions taken</li> </ul>  | <b>Notes:</b> |
| <b>(S-12) Incident Report – Points to Remember</b> <ul style="list-style-type: none"> <li>Complete the report as soon as possible to ensure details are not forgotten</li> <li>Reporting and recording events of the incident is a protective rather than punitive measure</li> <li>Never try to hide an injury or mistake</li> <li>Documentation is reviewed by management and members of the healthcare team to look for trends</li> <li>New policies and procedures may be established to prevent future incidents</li> </ul> | <b>Notes:</b> |

| Module N - Incident Report   |                      |
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| <p><b>(S-13) Incident Report – Can Help Save a Life</b></p> <ul style="list-style-type: none"> <li>• Discuss how an incident report can help save a life</li> </ul> <p><b>Activity #N13</b></p> <p><b>Return to S-10 and S-11 and display it during this activity.</b> Divide the class into small groups. Give a copy of Handout #N9, Resident Incident Report, to each student. Select one (1) scenario per group from the list below (or create your own scenarios). For each group, identify one (1) student to document the group discussion on a blank Resident Incident Report handout, and one (1) student to report responses from the group to the class. Instruct the groups to discuss and describe details of the incident from their assigned scenario using S-10 and S-11 as a guide. Allow time for discussion and documentation. Ask each reporter to share responses.</p> <p><b>Scenario:</b></p> <ul style="list-style-type: none"> <li>• You witness two NAs drop a resident during transfer</li> <li>• You overhear a family member threaten a resident</li> <li>• You are changing a resident's gown and find a large skin tear on the right forearm that is bleeding.</li> <li>• You are asked by the nurse to suction a patient, a task you have not been trained or allowed to perform, but you do perform it.</li> <li>• You are assisting residents to the dining room and are unable to locate your 5<sup>th</sup> resident. You pass by the window and see the resident walking through the parking lot toward the road.</li> </ul> | <p><b>Notes:</b></p> |

**#1 Handout:****Activity #N9****RESIDENT INCIDENT REPORT**

**Resident:** \_\_\_\_\_ **MR#** \_\_\_\_\_ **Date** \_\_\_\_\_ **Time** \_\_\_\_\_ am \_\_\_\_\_ pm \_\_\_\_\_

**Witness/1st Responder/Other:** \_\_\_\_\_ **Title:** \_\_\_\_\_

Was resident performing independent activity as usual? Y\_\_ N\_\_ Staff assist\_\_

Was equipment involved? Y\_\_ N\_\_ Specify \_\_\_\_\_

Was equipment in proper working condition? Y\_\_ N\_\_ NA\_\_ Explain: \_\_\_\_\_

**Resident stated, "** \_\_\_\_\_ **"**

**Discovery/Assessment:**

Alarm activation\_\_ Passing door\_\_ Routine care entry\_\_ Alerted by another person\_\_ Heard noise\_\_

Alerted by resident: Called out\_\_ Call bell used\_\_ NA\_\_

**Location when alerted:** Room\_\_ BR\_\_ Hall\_\_ DR\_\_ Lounge\_\_ Other \_\_\_\_\_

**Location PRIOR to incident:** Ambulating\_\_ In bed\_\_ In WC\_\_ In chair\_\_ On toilet\_\_ Other \_\_\_\_\_

**Location AFTER incident:** Sitting\_\_ Lying\_\_ Back\_\_ Abdomen\_\_ Right side\_\_ Left side\_\_

Extremities: Legs: Extended\_\_ Abducted\_\_ Adducted\_\_ / Arms: Extended\_\_ Abducted\_\_ Adducted\_\_

ROM change: Y\_\_ N\_\_ / Weight bearing as usual: Y\_\_ N\_\_ Right\_\_ Left\_\_

**Assessment:**

Change in Consciousness: Y\_\_ N\_\_ / Change in speech: Y\_\_ N\_\_ / PERRLA: Y\_\_ N\_\_

Head trauma: Y\_\_ N\_\_ Undetermined\_\_ Obvious\_\_ Location \_\_\_\_\_

Pain verbalized: Y\_\_ N\_\_ Undetermined\_\_ Obvious\_\_ Location \_\_\_\_\_ Scale 1-10 \_\_\_\_\_

Resident states, " \_\_\_\_\_ "

Pulse: \_\_\_\_\_ / BP: \_\_\_\_\_ / Respirations: \_\_\_\_\_

**Skin trauma:** Y\_\_ N\_\_ Undetermined\_\_ Location \_\_\_\_\_

Skin tear: Y\_\_ N\_\_ Abrasion: Y\_\_ N\_\_ / Size\_\_ cms / Location \_\_\_\_\_

Color: Red\_\_ Bruising\_\_ Discoloration\_\_ Bleeding\_\_ Amount: Slight\_\_ Moderate\_\_ Large\_\_

Breaks: Y\_\_ N\_\_ None visible\_\_

Did resident use call light for assistance: Y\_\_ N\_\_ NA\_\_

WC: wheels locked: Y\_\_ N\_\_ NA\_\_

Bed: Locked: Y\_\_ N\_\_ NA\_\_ / Position: Low: Y\_\_ No\_\_ NA\_\_ / Side rails up\_\_ down\_\_ NA\_\_

Alarm in use: Y\_\_ N\_\_ Type \_\_\_\_\_ / Restraint in use: Y\_\_ N\_\_ Type \_\_\_\_\_

**Precipitating factors:** Lighting: Y\_\_ N\_\_ NA\_\_ / Footwear: Y\_\_ N\_\_ NA\_\_

Other factors: Explain: \_\_\_\_\_

**Treatment:**

Wound cleaned / bandaged: Y\_\_ N\_\_ NA\_\_ / Ice: Y\_\_ N\_\_ NA\_\_ Other: \_\_\_\_\_

MD called: Y\_\_ N\_\_ Time \_\_\_\_\_ am \_\_\_\_\_ pm \_\_\_\_\_

Ambulance called: Y\_\_ N\_\_ Time \_\_\_\_\_ am \_\_\_\_\_ pm \_\_\_\_\_

Responsible party called: Y\_\_ N\_\_ Time \_\_\_\_\_ am \_\_\_\_\_ pm \_\_\_\_\_ / Name: \_\_\_\_\_

Transferred to hospital: Y\_\_ N\_\_ Time \_\_\_\_\_ am \_\_\_\_\_ pm \_\_\_\_\_ / Private vehicle: Y\_\_ N\_\_

**Witness/responder signature:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

Review by DON: Date \_\_\_\_\_ Time \_\_\_\_\_ am \_\_\_\_\_ pm \_\_\_\_\_

Review by Administrator: Date \_\_\_\_\_ Time \_\_\_\_\_ am \_\_\_\_\_ pm \_\_\_\_\_