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
Module N

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