



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

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Incident Report (1)

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



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Incident Report (2)

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



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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



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Incident Report – Required when (2)

- A mistake is made while providing resident care
- An item or personal belonging breaks, becomes damaged or is missing



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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



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Incident Report – Required when (4)

- Inappropriate actions, sexual advances or remarks are made
- An angry outburst occurs by family members or staff




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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

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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



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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

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Incident Report – Can Help Save a Life



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