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