

Leamington Mennonite Home
Long Term Care

POLICY AND PROCEDURE

CATEGORY: Nursing	SUBJECT: Critical Incident Reporting - Resident	SECTION: C
DATE: April 2001	Administrator: _____ <i>J. M.</i>	POLICY: 9
REVISION DATES:	Director of Care: _____ <i>Cheryl Allick</i>	

CRITICAL INCIDENT REPORTING – RESIDENT

POLICY:

The DOC or delegate will initiate a Critical Incident Report for any critical incident related to the residents and/or the Home which alters the residents health status either temporarily or permanently or poses a potential risk to the safety of the Home or others. The DOC, in consultation with the Administrator will ensure that the notifying phone call and report is sent within the timeframes specified by the Ministry of Health. The Critical Incident Report is completed on the MOH template and submitted electronically by the DOC or delegate.

DEFINITION:

A Critical Incident is:

- Any incident, event, situation or accident that results in potential or actual risk of harm to residents or others
- Any incident, event, situation or accident that results in potential or actual risk to the safety, security, welfare and/or health of a resident or others
- Any incident related to the Home itself that poses a potential or actual risk to safety of residents or others.

PROCEDURE:

- Critical Incidents, relating to residents, which change the resident's health status either temporarily or permanently, will be reported to the Ministry of Health as per the Long-Term Care Facility Program Manual. The numbers to call are:
 - Regional Office – London
 - 1-519-675-7680 or 1-800-663-3775
 - After Hours: 1-800-268-6060 – leave a message with your name and telephone number
- Home Related Critical Incidents
 - Critical Incidents which pose a potential risk to the safety of the Home or Others must be reported to the Ministry of Health by telephone utilizing the above noted telephone numbers.
- For both Resident or Home related Critical Incidents
 - LMH will implement an action plan to prevent further injury or damage.

- LMH will provide care and comfort to our residents and /or others affected by the incident.
- LMH will notify the designated contact of an affected resident within 24 hours as outlined in the resident's plan of care.

Resident Related Critical Incidents include, but are not limited to:

- Injury
 - Any injury resulting from an incident that directly changes a resident's health status either temporarily or permanently
 - Fractures
 - Bruising not consistent with a medical condition.
- Accidental/Unexpected Death/Suicide
 - Including death related to disease outbreak
- Medication
 - Errors in the administering of medication that result in a temporary or permanent change in a resident's health status
 - Adverse reactions to medications – whether temporary or permanent – that alter a resident's health status.
- Missing Residents
 - Residents who are missing, following a search of the Home and area (as defined in the Home's Missing Resident Policy).

Within 24 hours of identifying an incident as a Resident-Related Critical Incident, the DOC, in consultation with the Administrator, will report the Critical Incident to the MOH.

Home-Related Critical Incidents which pose a potential risk to safety of the Home or others include, but are not limited to:

- Local Emergency Services Plan Implementation
 - Bomb (bomb threat)
 - Loss of essential services (hydro, water, natural gas, sewage), where the loss poses a potential harm
 - Fire
 - Unplanned evacuation
 - Intake of evacuees
 - Flooding, where there is a potential harm to residents or others
- Misappropriated Medications
 - Missing medication that has been reasonably judged to be as a result of willful misappropriation and removal from the Home
- Environmental Hazards
 - Failure or breakdown of the security system which poses harm to residents
 - Breakdown of major equipment, where the breakdown poses harm to residents
 - Unusual weather that puts the Home, residents, staff or visitors at risk

Within 24 hours of identifying an incident as a Home-Related Critical Incident, the DOC or delegate, in consultation with the Administrator, will report the Critical Incident to the MOH as per the Long-Term Care Facility Program Manual.

Reporting Critical Incident to the Ministry:

- LMH shall notify the Ministry of Health and Long-term Care's Regional Office of any Critical Incident by telephone, within 24 hours of identifying the incident as a Critical Incident.
- In addition, the Home shall complete a Critical Incident Report form online , which shall be received by the Regional Office within 10 business days of the Critical Incident. A hard copy of the online form will be printed and kept in a file in the DOC's office.

The Critical incident Report shall include, but not be limited to, the following information:

- Type of critical incident
- Description of the incident including events leading up to the incident
- Names of persons involved (where allowable by law)
- Name or person(s) who discovered the incident
- Actions taken in response to the identification of the incident as a critical incident
- Description of follow-up on the critical incident, including both short-term and long-term
- Actions taken to prevent recurrence or occurrence of similar incidents
- Name(s) of the reporting staff and contact person(s)
- Any other information as required by the form