Immediate Incident Response

1 Address any urgent care, support needs of the patient involved, and record any items related to the incident.

2 Report the incident to your Supervisor and document the incident using *RL6* as soon as possible

3 Take action to reduce any risk of imminent recurrence.

What is the difference between an incident and a near miss?

- *Near miss*:
  - An event that was prevented from occurring but had the potential to cause harm

- *Incident:*
  - Any unexpected event not consistent with the routine operation of the organization or the safe standards of client care
  - An error or situation that could have or has resulted in harm to the client, to staff, or to a member of the public
  - A loss of cash or damage to an asset such as owned, rented, leased property or equipment of the NTHSSA and/or third party

The client's or visitor's privacy MUST remain protected at all times and in compliance with the Health Information Act (HIA).

How are incidents rated for severity?

- **Severity Level 0**: *Near miss/potential to harm*
  - An incident / error occurred, but the error did not reach the client, staff, or visitor

- **Severity Level 1**: *No harm/damage*
  - An incident / error occurred that reached the client, staff or visitor, but did not cause harm/damage

- **Severity Level 2**: *Temporary harm/minor damage*
  - An incident / error occurred that caused temporary harm or minor damage of less than $500

- **Severity Level 3**: *Permanent harm/major damage*
  - An incident / error occurred that caused permanent harm or major damage of $500 or more or 3rd party damage

- **Severity Level 4**: *Death*
  - An incident or error occurred that caused death

RL6 Quick Reference Guide for incident Reporting:

SCAN ME

NORTHWEST TERRITORIES
Health and Social Services Authority