

Accreditation: Patient Safety Bulletin of the Week

October 2021: **Patient Safety Incident Management**

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 ASAP and document the incident using **RL6** within 24 hours.

3

Take action to reduce any risk of reoccurrence.

Basic User and Manager Training, along with RL6 Quick Reference Guide for incident Reporting are located on OurNTHSSA.ca:

- <https://ournthssa.ca/rl6-incident-reporting/>
- <https://ournthssa.ca/rl6-file-manager-training/>

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.

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.