

INCIDENT REPORTING GUIDE FOR PROVIDER NETWORK



WHAT INCIDENTS REQUIRE AN INCIDENT REPORT

- Death
- Suicides/Attempts
- Overdoses
- Any/all injuries
- Violent/aggressive behavior
- Physical intervention
- Medical emergencies/hospitalization
- Medication errors
- Arrests
- 911 calls to law enforcement
- Abuse and Neglect
- Falls
- Elopement
- Inappropriate sexual behaviors
- Suspected criminal offences
- Use/possession of weapons or illicit substances
- Traffic accidents
- Events out of the normal
- Privacy Breach
- Physical Management



WHEN TO WRITE AN INCIDENT REPORT

All IR's should be completed by the end of the shift of which you are notified or witness the incident



HOW TO COMPLETE AN INCIDENT REPORT

Demographics to include:
-Name of individual involved
-Date
-Location of incident
-Time of incident
-Name of staff filing report

Details to include:
-Description of the event
-Behaviors displayed
-Staff actions/Calls to 911
-Physical Management used
-Any medical care given

*All incident reports should be signed by the staff filing them and their supervisor



WHERE TO FILE AN INCIDENT REPORT

Secure Email -
incidentreports@healthwest.net

OR

Fax -
(231) 724-3314



WHY WRITING AN INCIDENT REPORT IS IMPORTANT

Incident Reports allow us to look for trends in incidents and make changes where necessary to protect safety of consumers and staff

Some events are coded as "critical" or "sentinel" events. These events have timeliness standards and are reported to the LRE on a monthly (and for deaths) daily basis.

All incident reports are reviewed and coded daily by the Quality Assurance and Recipient Rights Departments at HealthWest



For Questions Contact
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Incidents can often times be traumatic. Please reach out to your supervisor or Psychological First Aid if needed:
PFA Phone Number: 231-724-3600

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