Appendix A: Management of Serious Patient Safety Incident
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8.0 Appendices
Appendix A:

Immediate priorities after a Serious Patient Safety Incident

- **Patient / Family**
  - Address immediate needs of patient and/or family
  - Disclose circumstances of event (see Disclosure policy)
  - Provide name of contact person to family
  - Provide ongoing updates to family

- **Notifications**
  - Notify the following immediately:
    - Responsible Physician
    - Clinical Director responsible for area (Director- On-Call if after hours)
    - The CHS Administrator (if after hours)
  - Director/Physician notifies Risk Management

- **Documentation**
  - Document specific facts of event & immediate follow up actions in the health record
  - Avoid personal/private records of the event
  - Late chart entries only as appropriate
  - Risk Management will create a Safety Report
  - Secure health record

- **Staff Support**
  - Address immediate needs of staff:
    - Coverage of duties
    - Collegial support
    - Counseling
  - Provide ongoing updates to staff

- **Other Actions**
  - When biomedical equipment is involved:
    - Do not turn off any machine or monitor prior to discussing with Risk Management
    - Risk Management will notify Medical Engineering immediately, if required
    - Secure/label equipment, supplies, and medication involved in the event
  - If Coroner involved, secure and lock room and await directions from Coroner and/or Risk Management