Upon completion of this training, you will be able to:

• Explain the role of Risk Management
• Describe the purposes and definition of Occurrence Reporting
• List the procedure for reporting an “Occurrence”
Purpose: Risk Management & Occurrence Reporting

Risk Management Program

• The purpose of a Risk Management program is to identify risks of harm to patients, visitors or staff, implement strategies to reduce the risk, and manage the potential outcome following any unusual occurrence (including managing, with the Claims Management Department, any claims or lawsuits that might result). One of the ways to identify potential or actual risks is through an Occurrence Reporting System.

Occurrence Reporting:

• Assists in identifying care or safety conditions that may result in an injury to a patient or staff.

• Assists in monitoring frequency and severity of occurrences, identifying opportunities for quality improvement and/or potential legal liability and implementing corrective action.
Occurrence Reporting:

- Assists in complying with voluntary and mandatory regulatory reporting requirements such as the MA Department of Public Health (DPH), Joint Commission and MA Board of Registration in Medicine (BORM).

- If after following the occurrence reporting policy or other applicable UMass Memorial Medical Center policies and procedures an employee feels that there are unresolved concerns about safety or quality of care provided in the hospital, that employee may report these concerns to the Joint Commission.
An “occurrence” is:

- any unusual event or situation
- that results in an actual or potential adverse outcome for a patient, visitor, or staff member.
Occurrence Examples

*Examples of occurrence types include but are not limited to:*

- All medications and IV fluid related occurrences and adverse reactions.
- All patient falls or other injury.
- Unanticipated death of patient in any setting, including the home.
- Any event related to the safety of patients and staff.
- Any actual/suspected biomedical device, equipment failure or user error.
- Any patient identification related errors.
- All burns of any type.
- Retention of a foreign object, regardless of amount of time retained or intervention to remove.
- Any oxygen safety related issues (i.e. storage of canisters, equipment issues).
- Any medication errors, reactions, missed doses
Examples of occurrence types include but are not limited to:

- Any infections (i.e. IV lines, wound infections, catheter infections).
- Any scheduling related issues (i.e. missed visits, missed treatments).
- Serious criminal acts (including drug diversion) occurring within any setting, including the home.
- All fires.
- ANY suicide/suicide attempt (including within 72 hrs. of discharge).
- Poisonings within any setting, including the home.
- Reportable infectious disease outbreaks.
- Any instance of care ordered by or provided by someone impersonating a physician, nurse, pharmacist, or other licensed health care provider.

NOTE: Reporting of "near misses" is encouraged. This is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so.
Responsibility

• UMass Memorial is committed to supporting a culture of safety throughout the organization. Workforce members will not be “punished” for making a report, but are accountable for maintaining competency and engaging in professional behavior. To encourage reporting, the reporter’s name is optional - that is, the reporter has the option of providing his or her name when completing the report.

• All employees and licensed independent practitioners have a responsibility to help in identifying quality and safety improvement opportunities by reporting adverse events, “near-misses” and other negative, unanticipated outcomes of care to Risk Management immediately.
Responsibility

We’re here to help...

Risk Management serves as a resource and guide for questions, concerns and responses to safety, QI concerns, occurrences, adverse events and unanticipated outcomes of care.

Workforce members are strongly encouraged to seek consultation with Risk Management PRIOR to communication with patients and families and documentation of an adverse event.
Timely occurrence reporting is critical!

Any workforce member who identifies and/or is involved in an occurrence, adverse event or an unanticipated outcome of care in which a patient, visitor or staff sustains an injury and/or intervention is required to rule out or monitor for harm, should contact his or her manager and page the Risk Manager on call.

The workforce member should also complete a UMass Memorial Medical Center Occurrence Report on all events as soon as possible.
Occurrence Reporting System

All workforce members are required to report occurrences using the UMass Memorial Medical Center online Occurrence STARS Reporting System.

This system is accessed via the UMass Memorial Medical Center OurNet (intranet) home page by selecting Create a Report from the Occurrence Reporting section on the right margin.

UMass Memorial Medical Center paper report forms are used during intranet downtime or for workforce members who do not have computer access.

Occurrence Reports are confidential and are NOT to be printed, copied or placed in the patient’s medical record.