

Incident and Event Reporting

Notification and Escalating Reports



Senior Living

Certain incidents and events that come under the category of general and professional liability are more serious than others and will need additional resources and support to resolve and manage. In general these incidents and events are those that have caused injury to a resident or a visitor.

The following grid serves as a supplemental guideline for notifying and escalating this information beyond the community leadership.

Incident or Event Type	Recommended Actions	Notification of Corporate Leaders	Notification Method	Timeframe
Abuse allegations – all types Assaults – physical or sexual	<p>If the resident/responsible party has a physical injury or alleges sexual abuse seek medical evaluation immediately.</p> <p>All other allegations: make certain that the resident feels safe and comfortable.</p> <p>Notify police/law enforcement and state licensing agency.</p> <p>Begin an investigation, including suspension of an employee(s) or restricting visitors and/or other residents if indicated by the allegation.</p>	<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	<p>Phone call when allegation is for physical or sexual abuse.</p> <p>Follow up by submitting an incident report to the corporate risk manager.</p>	As soon as resident is stable.

Incident or Event Type	Recommended Actions	Notification of Corporate Leaders	Notification Method	Timeframe
<p>Adverse drug reactions; medication error with untoward or adverse outcome</p>	<p>Stabilize the resident medically. Determine if emergency care is needed and call 911.</p> <p>If the resident appears to be having a mild reaction notify the resident's primary care provider.</p> <p>Obtain medical orders, monitor and document the resident's condition for the next 72 hours. Note if the resident is experiencing any adverse clinical signs and symptoms related to the event.</p>	<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	<p>Send incident report via fax or email.</p>	<p>Within 24 hours of discovery of the incident.</p>
<p>Resident behavioral disturbance</p>	<p>If resident behaviors are a result of his or her diagnosis and condition, implement appropriate clinical interventions.</p> <p>If there isn't any physical altercation and no injury to any party, then care plan the interventions that work to help the resident manage behaviors.</p> <p>If there is any type of injury to the resident, employees or others, evaluate the need for medical care and determine if the resident can be managed in the community at this time.</p>	<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	<p>Phone if there are injuries and the resident or others are sent for treatment. Follow up by submitting an incident report.</p> <p>By fax or email if no injury occurred and the resident's behaviors can be managed successfully by the community.</p> <p>By fax or email if no injury, but the community cannot manage the resident's behaviors and the resident had to be relocated or have additional care personnel.</p>	<p>Within 24 hours of the incident for injuries.</p> <p>Within 48 hours for incident without injuries.</p>

Incident or Event Type	Recommended Actions	Notification of Corporate Leaders	Notification Method	Timeframe
<p>Burn, choking, falls, suspected and confirmed fractures, skin wounds, CPR performed, unconscious resident, ingestion of toxic substances</p>	<p>Implement immediate first aid. Evaluate the resident for medical care interventions.</p> <p>Transport the resident to the hospital's emergency department for conditions that cannot be treated in the community and when the resident is in pain.</p> <p>Monitor the resident for 72 hours or until the injury is resolved.</p> <p>Implement revisions to the care plan to prevent future incidents.</p> <p>Conduct an investigation regarding the incident.</p>	<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	<p>Phone if the resident's injuries require transfer to hospital emergency department or admission to the hospital.</p>	
<p>Unexpected death</p>	<p>Notify the county coroner (medical examiner).</p> <p>Notify family and others as required by regulations.</p> <p>Complete an investigation of circumstances surrounding the death.</p>	<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	<p>Phone followed by sending the incident report via fax or email.</p>	<p>Within 24 hours.</p>
<p>Elopement/missing person</p>	<p>Implement the missing patient/ elopement procedures.</p>	<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	<p>Phone followed by sending the incident report via fax or email.</p>	<p>In 30 minutes if the resident isn't found.</p> <p>Within 24 hours if the resident is found and has not sustained injuries or needs further medical evaluation.</p> <p>As soon as practical if the resident is found and has sustained injuries but no longer than 24 hours.</p>
<p>Disaster with or without evacuation: fire, flood, power outage, severe weather, contagious disease outbreak, environmental hazard</p>	<p>Implement the procedures for the specific emergency/ disaster.</p>	<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	<p>Phone followed by sending the incident report via fax or email.</p>	<p>As soon as practical but no longer than 24 hours.</p>

Incident or Event Type	Recommended Actions	Notification of Corporate Leaders	Notification Method	Timeframe
Injuries of unknown origin	<p>Provide care for the resident including send out to the emergency department or the resident's primary care provider if the resident complains of pain and/or is emotionally upset.</p> <p>Get a statement from the resident about the injury and complete an investigation with other staff and residents as appropriate.</p> <p>Determine if a report should be sent to the state licensing authority.</p>	<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	Phone followed by sending the incident report via fax or email.	As soon as practical but no longer than 24 hours.
Equipment use resulting in resident or visitor injury	<p>Attend to any care needs for the resident or others immediately.</p> <p>Lock out/tag out equipment and move it to a location where it will not be used.</p> <p>Retain the equipment in the condition it is in when it failed.</p> <p>Do not release the equipment to a vendor or manufacturer for repair without permission of the corporate risk manager.</p>	<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	Phone followed by sending the incident report via fax or email.	As soon as practical but no longer than 24 hours.
Neglect resulting in temporary or permanent impairment/injury	<p>Provide the care that the resident needs immediately.</p> <p>Collect any documentation that illustrates what the community has done for the resident and the resident's response relative to the area of neglect. For example, weight loss resulting in resident being malnourished – collect logs and other charting in the medical record that shows what was done to prevent this situation, including medical notification, orders and interventions.</p>	<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	Phone followed by sending the incident report via fax or email.	As soon as practical but no longer than 24 hours.
Any incident not listed but that resulted in an injury where medical care was provided		<p>Regional director of resident care</p> <p>Corporate risk manager</p> <p>Vice president of operations</p>	Phone followed by sending the incident report via fax or email.	As soon as practical but no longer than 24 hours.

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