

UNIVERSITY OF FLORIDA COLLEGE OF MEDICINE – JACKSONVILLE

Resident Manual

INCIDENT REPORTING

As employees of the University of Florida Board of Trustees (UFBOT), and as health care providers, residents have a duty, pursuant to their employment obligations and State law, to report serious incidents to the Self Insurance Program (SIP). Timely reporting of serious incidents will allow for an early investigation and resolution of potential claims by SIP staff. The designated Risk Manager assigned to SIP handles any regulatory reporting required as a result of the incident, and works with University and Shands Jacksonville Medical Center (SJMC) personnel and committees to identify opportunities to improve processes and enhance staff education and development. Initiatives may then be developed and implemented to improve quality of care and patient safety.

WHAT MUST BE REPORTED

An incident is *any occurrence that has produced an actual, potential, or perceived injury to a patient, or describes a practice, situation, premise, or product defect that, in the observer's opinion, may produce an injury if left uncorrected.* Although no definition will cover all circumstances, those serious incidents listed below must be reported to the Self-Insurance Program:

- Death
- Brain damage (permanent or temporary)
- Spinal damage
- Surgical procedure on the wrong patient
- Attempted or actual wrong site surgery, to include prepping the wrong site
- Any condition that requires transfer to a higher level of care
- Retained foreign bodies and procedures to remove unplanned retained foreign objects
- Surgical repair of injuries or damage from planned surgical procedure where the damage was not a recognized specific risk, as disclosed to the patient and documented through the informed consent process
- Total or partial loss of limb, loss of use of a limb
- Sensory organ or reproductive organ impairment
- Disability or disfigurement
- Any birth to a term baby that is stillborn or expires shortly after delivery
- Injury/death to either mother or child during delivery
- Delayed or misdiagnosis of a patient's condition resulting in increased morbidity
- Injury to any part of the anatomy not undergoing treatment
- Any assertion by a patient or the patient's family that the patient has been medically injured or threats of litigation
- Allegations of rape or sexual abuse/misconduct
- Patient/family assertion that no consent was obtained for treatment
- Any condition requiring specialized medical attention resulting from non-emergency medical intervention to which the patient has not given informed consent
- Infant abduction or discharge of an infant to the wrong parent
- Any other unexpected or adverse outcome or an event where established policy/procedure was not followed
- Any other conditions that you feel may result in a claim

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When reporting, the best guideline to follow is that of professional common sense, sustained by the ever-present awareness of the possibility of a claim. The standard practice should be:

WHEN IN DOUBT, ALWAYS REPORT. To report a serious incident, you must do the following:

1. Submit an incident report utilizing the online occurrence system found on the Infonet under IDinc. Access the system by entering first and last name, and MD number,
2. Call the SIP office at 244-9070,
3. Notify the attending,
4. Notify your departmental residency program director.

If you have any questions related to the incident-reporting policies of the University of Florida or SJMC, please call the SIP office at 244-9070 and Shands' Regulatory Compliance office at 244-3477.