

TITLE: Occurrence Report

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PURPOSE:

Occurrence reports are originated in the department of occurrence by the person/persons involved or the person discovering the occurrence.

PROCEDURE:

Occurrence Reports are electronically filed by the employee, sent to the Department Manager and then to Risk Management for review for completeness, objectivity, severity of incident and loss potential. Follow-up investigations are conducted by the Department Manager/Supervisor to gather additional information as deemed necessary. This information is then sent to the Risk Manager. Additional information may be needed for the investigation and this will be requested by the Risk Manager. Managers and employees will provide assistance and information, when an occurrence is being investigated, in a timely manner.

Completed Occurrence Report Forms are maintained by Administration for ninety (90) days. At the end of ninety (90) days, these occurrence reports are no longer kept on file.

Employee Accident/Incident Report Forms are forwarded to the Human Resource Department for processing.

Summaries of Hospital occurrences are compiled and used by the Quality Management/Risk Management staff to identify trends, anticipate problem areas and to recommend corrective actions. These summaries will be submitted to the Safety Committee on a quarterly basis for Med and Fall occurrences. Information is shared with the CEO if trends are identified.

POLICY:

THE ELECTRONIC OCCURRENCE REPORT

Purpose: To detail instructions on completion of the electronic occurrence report.

Procedure:  
MANAGER

TO ENTER OCCURRENCE REPORT:

1. Sign in to INFORMATION System and choose EXT.IS to access the IS Application.
2. Choose Enter Occurrence Report and at Patient prompt, type in patient's name. Remember to use LASTNAME, FIRSTNAME format and that you can use the partial name method. (EX. DE,JO for John Deere)
3. Choose correct patient and account number from the lookup.

4. First Page will show Responsible Physician prompt and will have patient's attending physician filled in. Just press <Enter> twice until cursor is at Occurrence Date and enter the actual date of the occurrence you are reporting. (Can use "T" method for dates.) Then press File/OK key <F12> for PC and <F20> for Terminal.
5. Now at the First Page of Occurrence Report Worksheet, start filling in questions. Most prompts have available <Lookup>'s, so be sure to use them.
6. When you get to bottom of one screen, pressing <Enter> will automatically advance you to the next page. The <Page Up> and <Page Down> keys on a PC or the <F13> and <F14> keys on a terminal can also be used to navigate through the screens.
7. On the last page, pressing the File/OK key <F12> for PC and <F20> for terminal can be used to file the Occurrence Report.
8. If you have any required fields left blank, the system will prompt you with "OK to File Without Required Fields?" You can either type N for No and it will let you complete the required fields, or you can type Y for YES and it will File the Occurrence Report incomplete.
9. At red box, you can select a page of the Occurrence Report Worksheet to return to or you can press <Esc> to continue.
10. At patient prompt, press , <Enter> to exit IS.

To Review an Occurrence Report entered by Employee of your Department:

1. Sign in to INFORMATION System and choose EXT.IS to access the IS Application.
2. Choose Manage Cases.
3. At Occurrence Date prompt, enter in the range of Occurrence Dates you are wanting to review.
4. Press File/OK key <F12> to initiate pulling of cases.
5. At the Manage QM Cases screen, you will see a list of all cases that have an occurrence date during the range you specified.
6. Select/highlight the case that you want/need to review by using Review case.
7. With Edit Case Data highlighted (white block), press <Enter> to Review case.
8. At the red box, choose Worksheet Page 1 and press <Enter> to start viewing case.

9. Review Pages 1-4.
10. On Page 5 at Date Reviewed by Department Manager, enter the date.

#### EMPLOYEE

#### To Enter Occurrence Report:

1. Sign in to INFORMATION System and choose EXT.IS to access the IS Application.
2. At Patient prompt, type in patient's name. Remember to use LASTNAME, FIRSTNAME format and that you can use the partial name method. (EX: DE.JO for John Deere)
3. Choose correct patient and account number from the lookup.
4. First Page will show Responsible Physician prompt and will have patient's attending physician filled in. Just press <Enter> twice until cursor is at occurrence you are reporting. (Can use "T" method for dates.) Then press File/OK key <F12> for PC and <F20> for Terminal.
5. Now at the First Page of the Occurrence Report Work sheet, start filling in questions. Most prompts have available <Lookup>'s, so be sure to use them.
6. When you get to bottom of one screen, pressing <Enter> will automatically advance you to the next page. The <Page Up> and <Page Down> keys on a PC or the <F13> and <F14> keys on a terminal can also be used to navigate through the screens.
7. On the last page, pressing the File/OK key <F12> for PC and <F20> for Terminal can be used to file the Occurrence Report.
8. If you have any required fields left blank, the system will prompt you with "OK" to File Without Required Fields?" You can either type N for NO and it let you complete the required fields, or you can type Y for YES and it will File the Occurrence Report incomplete.
9. At red box, you can select a page of the Occurrence Report Worksheet to return to or you can press <Esc> to continue.
10. At patient prompt, press <Enter> to exit IS.

Electronic Occurrence  
REPORTING ON THE  
INFORMATION SYSTEM AND  
IS MODULE

SEE PAGE 28 ENTITLED "HOW TO COMPLETE AN OCCURRENCE REPORT"  
THIS PROCEDURE WILL BE IMPLEMENTED DURING COMPUTER DOWN-TIME.

SEE PAGE 30 OCCURRENCE REPORT THIS FORM IS USED DURING COMPUTER  
DOWN-TIME.

RISK MANAGER:

FOLLOW SAME DIRECTIONS AS MANAGER STEPS 1-6.

SCREEN 7 AND 8 ARE FOR RISK MANAGER REVIEW ONLY AND ARE NOT SEEN  
OR ACCESSED BY EMPLOYEES OR DEPARTMENT MANAGERS. ANSWER  
QUESTIONS Y OR N ENTER FREE TEXT (very important for Medical  
errors: summarize occurrence report/overview of what happened)

COMPLETE FIELDS. F12= FILE DATA

THE FOLLOWING REQUIRED FIELDS ARE MISSING: OK TO FILE WITHOUT? Y  
OR N

AT RED BOX YOU CAN SELECT A PAGE OF THE OCCURRENCE REPORT TO  
RETURN TO OR YOU CAN PRESS <ESC> TO CONTINUE.

Risk Management Plan

PAGE: 1 of 2

POLICY: How to access Risk Management Reports in IS "computer  
program".

RISK MANAGEMENT REPORTS:

Application Databases           Select    IS

Quality Management Menu        Select    Criteria Analysis

QA Criteria Analysis

From Occurrence Date           Thru Occurrence Date  
(Enter the dates of the report you want included such as  
090196                            093096

Worksheet

F9 and select individual  
# 36 - 49 or type in the  
following mnemonics  
RM.OCC  
RM.OCC.4TH  
RM.OCC.5TH  
RM.OCC.6TH  
RM.OCC.CCU  
RM.OCC.ED  
RM.OCC.LAB

RM.OCC.MCU  
RM.OCC.NBN  
RM.OCC.OR  
RM.OCC.PT  
RM.OCC.RAD  
RM.OCC.RX (Pharmacy)  
RM.OCC.

Criteria

F9 and select individual  
# 6, 8, 19, 25, 26, 27,  
29, 30, 31, 34 for these:

RM.OL Occurrence Location  
RM.OCC.SI Services Involved  
RM.OUT Outcome Screens  
RM.ED ED Occurrences  
RM.OB OB Occurrences  
RM.OR OR Occurrences  
RM.FALL Fall Occurrences  
RM.MED Medication Occurrences  
RM.MED.TYP Medication Type  
RM.IV IV Related Occurrence  
RM.GEN General Occurrences

Press F12

Print Options

1. Report by WKsht
2. Report Summary
3. Response Graph
4. Criteria Graph
5. Monthly Graph
6. Weekly Graph
7. Daily Graph

Select: 1

This will provide a worksheet  
divided by location with the  
criteria selected.  
( see sample )

Select: 2

( see sample )

Additional Report:

Quality Management Menu

Select Quality Management  
Standard Report

QM Standard Reports

Select #2 Review Type Statistics  
Report

Review Type:

F9 and select 17 or type in RM

From Date:

Enter Date

Thru Date:

Enter Date

Sort By:

Enter "LOC" for Patient Location

Include Year to Date Statistics? y or n

See sample with year to date and without YTD

\*\*\*\*SAMPLE\*\*\*\*

REPORT SUMMARY  
CRITERIA ANALYSIS SUMMARY

For Database: LIVE

Run On 10/08/99 at 1533

From: 09/01/99 Thru: 09/30/99

PAGE: 1 of 2

Criteria	Response	Count	Pcnt
Occurrence Location	ED	65	100
IV Site	NONE	62	100
Outcome Screens	NONE	49	75
Fall Occurrences	N/A	36	58
	NONE	26	42
Occurrences	NUR.6	25	89
Outcome Screens	NONE	25	89
IV Site	NONE	23	92
Fall Occurrences	N/A	21	81
Occurrence Location	NUR.5	16	94
Outcome Screens	NONE	14	82
	OTHER	9	14
Fall Occurrences	N/A	8	67
	NONE	7	100
IV Site	NONE	7	100
Occurrence Location	NUR.4	7	100
IV Site	NONE	6	100
Occurrence Location	CCU	6	86
Outcome Screens	NONE	5	71
Fall Occurrences	N/A	4	57
Outcome Screens	DEATH	4	6
Fall Occurrences	NONE	3	25
IV Site	IV.SITE	3	30
	NONE	3	100

CRITERIA ANALYSIS SUMMARY  
 For Database: LIVE  
 Run On 10/08/99 at 1533  
 From: 09/01/99 Thru: 09/30/99

PAGE: 2 of 2

Criteria	Response	Count	Pcnt
Occurrence Location	MCU	3	60
Outcome Screens	NONE	3	43
Fall Occurrences	FALL.FND	2	8
	N/A	2	100
	OTHER	2	8
IV Site	IV.OTH	2	8
	NONE	2	100
Occurrence Location	CCU	2	7
	MCUOP	2	67
	NBN	2	40
Outcome Screens	DEATH	2	29
	NONE	2	67
	OTHER	2	67
	TEMP.MIN	2	3
Fall Occurrences	FALL.FND	1	8
	N/A	1	100
	NONE	1	33
IV Site	NONE	1	100
Occurrences	CARD	1	4
	CT	1	100
	ED	1	14
	MCU	1	33
	OR	1	100
Outcome Screens	DEATH	1	4
	NONE	1	100
	OTHER	1	33
	PERM.MAJ	1	2
	TEMP.MAJ	1	14
	TEMP.MIN	1	100

From: 09/01/99 Thru: 09/30/99

PAGE: 1 of 3

Worksheet	Criteria	Response	Count	Pcnt	
RM.OCC.4TH	Occurrence Location	NUR.4	7	100	
	IV Site	NONE	6	100	
	Fall Occurrences	N/A	4	57	
		NONE	3	43	
	Outcome Screens	NONE	3	43	
		OTHER	2	29	
		TEMP.MAJ	1	14	
		TEMP.MIN	1	14	
	RM.OCC.5TH	Occurrence Location	NUR.5	16	94
		Outcome Screens	NONE	14	82
Fall Occurrences		N/A	8	67	
IV Site		NONE	7	70	
Fall Occurrences		NONE	3	25	
IV Site		IV.SITE	3	30	
Outcome Screens		OTHER	2	12	
Fall Occurrences		FALL.FND	1	8	
Occurrence Location		ED	1	6	
Outcome Screens		TEMP.MIN	1	6	
RM.OCC.6TH	Occurrence Location	NUR.6	25	89	
	Outcome Screens	NONE	25	89	
	IV Site	NONE	23	92	
	Fall Occurrences	N/A	21	81	
		FALL.FND	2	8	
OTHER		2	8		

CRITERIA ANALYSIS BY WORKSHEET  
For Database: LIVE  
Run On 10/08/99 at 1533  
From: 09/01/99 Thru: 09/30/99

PAGE: 2 of 3

Worksheet	Criteria	Response	Count	Pcnt
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	IV Site	IV.OTH	2	8
	Occurrence Location	CCU	2	7
	Fall Occurrences	NONE	1	4
	Occurrence Location	CARD	1	4
	Outcome Screens	DEATH	1	4
		OTHER	1	4
		TEMP.MIN	1	4
RM.OCC.CCU	Fall Occurrences	NONE	7	100
	IV Site	NONE	7	100
	Occurrences Location	CCU	6	86
	Outcome Screens	NONE	5	71
		DEATH	2	29
	Occurrence Location	ED	1	14
RM.OCC.ED		ED	65	100
	IV Site	NONE	62	100
	Outcome Screens	NONE	49	75
	Fall Occurrences	N/A	36	58
		NONE	26	42
	Outcome Screens	OTHER	9	14
		DEATH	4	6
		TEMP.MIN	2	3
		PERM.MAJ	1	2
RM.OCC.MCU	IV Site	NONE	3	100
	Fall Occurrences	N/A	2	67

CRITERIA ANALYSIS BY WORKSHEET

For Database: LIVE

Run On 10/08/99 at 1533

From: 09/01/99 Thru: 09/30/99

PAGE: 3 of 3

Worksheet	Criteria	Response	Count	Pcnt
	Occurrence Location	MCUOP	2	67
	Outcome Screens	OTHER	2	67

	Fall Occurrence	NONE	1	33
	Occurrence Location	MCU	1	33
	Outcome Screens	NONE	1	33
RM.OCC.NBN	Occurrence Location	MCU	3	60
	Fall Occurrences	N/A	2	100
	IV Site	NONE	2	100
	Occurrence Location	NBN	2	40
	Outcome Screens	NONE	2	67
		OTHER	1	33
RM.OCC.OR	Occurrence Location	OR	1	100
	Outcome Screens	NONE	1	100
RM.OCC.RAD	Fall Occurrences	N/A	1	100
	IV Site	NONE	1	100
	Occurrence Location	CT	1	100
	Outcome Screens	TEMP.MIN	1	100

BY UNIT  
REVIEW TYPE (RM) - STATISTICS REPORT  
For Database: LIVE  
Run On 10/08/99 at 1629  
From: 09/01/99 Thru: 09/30/99  
Year to Date Statistics Included

PAGE: 1 of 1

Patient Location	CASES	Criteria Met		Criteria Not Met		Justified		Follow-Up	
		#	%	#	%	#	%	#	%
ASU.1	CUR	1	100	0	0	0	0	0	0
	YTD	4	100	0	0	0	0	0	0
CCU	CUR	7	100	0	0	0	0	0	0
	YTD	38	100	0	0	0	0	0	0
EC	CUR	4	100	0	0	0	0	0	0
	YTD	12	100	0	0	0	0	0	0
ED	CUR	53	100	0	0	0	0	0	0
	YTD	218	100	0	0	0	0	0	0
LAB	CUR		0	0	0	0	0	0	0
	YTD	1	100	0	0	0	0	0	0
MCU	CUR	1	100	0	0	0	0	0	0
	YTD	7	100	0	0	0	0	0	0
MCUOP	CUR	1	100	0	0	0	0	0	0
	YTD	1	100	0	0	0	0	0	0
NBN	CUR	2	100	0	0	0	0	0	0
	YTD	6	100	0	0	0	0	0	0
NUR.4	CUR	6	100	0	0	0	0	0	0

	YTD	21	21	100	0	0	0
NUR.5	CUR	18	18	100	0	0	0
	YTD	75	75	100	0	0	0
NUR.6	CUR	32	32	100	0	0	0
	YTD	100	100	100	0	0	0
ONC	CUR			0	0	0	0
	YTD	1	1	100	0	0	0
RAD	CUR	1	1	100	0	0	0
	YTD	2	2	100	0	0	0
Totals	CUR	126	126	100	0	0	0
	YTD	486	486	100	0	0	0