

# Adverse Events Reporting Policy

## Policy and Procedure Manual

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### 1. Policy

Apex Care has a reporting system in place to identify and provide notification of incidents or events that have occurred involving the people we support, staff, visitors, equipment or workplace which may give rise to potential liability, affect the quality-of-service delivery or affect safety in the workplace. Early identification of occurrences allows for immediate investigation of the circumstances of the incident, and if necessary, institute corrective action to prevent similar occurrences in the future.

### 2. Scope

This policy relates to all staff as well as anyone working on, or using Apex Care premises, including service users, visitors, and contractors.

### 3. Overview

The effective reporting and management of incidents, or near-misses, is essential for the delivery of high quality, and safe service delivery. This also ensures the wellbeing and health and safety of staff and visitors.

Adverse Events reporting is the responsibility of all employees and is therefore part of every employee's job description. We understand that mistakes and untoward occurrences can occur and that it is important for these to be quickly identified and acted upon in a positive and constructive manner. Adverse events are investigated with a view of learning from our mistakes and are therefore shared with key stakeholders with open disclosure. Incident reporting is key to the Apex Care Risk Management Strategy.

Employees are required to complete incident report using the Apex Care's Adverse Events Reporting Form. These forms are provided electronically to ensure that they can be received and investigated as soon as possible.

#### The following events are to be reported via the adverse events reporting form:

- **Safety Incidents and Hazards:** any unintended or unexpected incident that could have or did lead to harm
- **Accidents and dangerous occurrences:** any accident, no matter how minor, which did, or could, have adversely, affected any person
- **Violence, abuse and harassment incidents:** any incident involving verbal abuse, unsociable behaviour, racial or sexual harassment, physical assault or self-harm, whether or not injury results
- **Fire Incidents:** any incident, no matter how small, involving fire
- **Security Incidents:** any untoward incident involving theft, loss or other damage to company or personal property, intrusions, false alarms, car crime, fraud, burglary and vandalism
- **Vehicle Incidents:** any incident involving a vehicle e.g., motor vehicle accident
- **Near Misses:** an incident, which if it did not cause injury or damage this time, could do so if it happened again
- **Ill Health Incidents:** any case of known or suspected work or environment related ill health e.g., infection, dermatitis, latex allergy
- **Other Incidents:** this type of incident which may include accidental property damage or loss, environmental incidents e.g. food safety/ hygiene incidents, death, food poisoning.

### 4. Procedure

- a) The person completing the Adverse Events Reporting Form should be the individual who witnessed, first discovered, or is the most familiar with the incident. Each section of the form must be completed.
- b) The report must be immediately forwarded to the Manager who must investigate and recommend corrective action. The description of the incident should be an objective description of the facts. It should not include the writer's opinion as to the cause of the event.

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- c) The Adverse Events Reporting Form should be completed no later than the end of the work assignment/ day during which the incident occurred or was discovered to have occurred and forwarded to the Manager.
- d) The Incident will be reviewed within 24 hours of submission by the General Manager or the RN.
- e) The Adverse Events Reporting Form is an administrative document and is stored in the Incident and Adverse Event Investigation folder.
- f) The Manager will be responsible for the collation, identification of any trends and ensuring confidentiality of incidents.
- g) Any serious incidents and near-misses will be investigated by the Manager to see what can be learned with recommendations being put in place to reduce risk and improve systems.
- h) Risk management will be reviewed through setting objectives to ensure continuous improvement
- i) Feedback on key issues should be made available to staff concerned, and general feedback should be made available for all staff using email, newsletters, and circulars.

For further step by step information on incident reporting, hazard identification and incident investigation refer to Apex Care's Health and Safety Manual and Handbook.

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