

LEON COUNTY E.M.S.

Standard Operating Guideline

Title: Incident Reporting
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I. PURPOSE:

The purpose of this Standard Operating Guideline is to describe the process for employees to report incidents and unusual occurrences. Patient and crewmember safety is main concern for LCEMS. Any incidents during which this safety is compromised must be documented and addressed immediately.

II. GUIDELINE:

It is the guideline of LCEMS that every patient will receive a high level of consistent care. In addition, LCEMS personnel have the right to work in a safe environment.

III. PROCEDURE:

1. Incidents requiring documentation
 - A. Any incident that is out of the ordinary shall be documented on the Leon County EMS Incident Report. The information provided on the Incident Report may be inappropriate to document on a Patient Care Report.
 - B. The following types of incidents are required to be documented via a Leon County EMS Incident Report.
 - Explanation of delayed response time
 - Job related injuries
 - Dropping a patient
 - Questionable treatment done by other agencies
 - Medication/ treatment errors
 - To be documented on a Blue IQM incident report
 - Responses to complaints for patients or other members of the community
 - Motor vehicle collisions involving ambulances
 - A Trauma Protocol Exception
 - Incidents during which policy or medical protocol had not been followed

- Unusual occurrences after which Supervising personnel thinks it appropriate to document
 - A crewmember may be required by Command Staff to write an incident report in response to an incident report already written by someone else.
 - Some incidents may not be recognized as needing further documentation until after the end of that shift. In this case, a crew member may be required to write the report at a later date/time.
2. Procedure for filling out Incident Reports
- A. Immediately after the incident, the crew member involved will:
- Notify the supervisor that an unusual occurrence has taken place.
 - Request a paper Incident Report be brought to them if one is not readily available.
 - Accurately document the:
 - ✓ Date of incident
 - ✓ Time of incident
 - ✓ Run number
 - ✓ Date report was completed
 - ✓ Location of incident
 - ✓ Description of incident
 - ✓ Printed name of person filling out report
 - ✓ Signature of person filling out report
 - Personally will then submit the Incident Report to the Supervisor on duty or the Command staff personnel who had requested it.
3. Investigation of incidents
- A. Incidents will be investigated immediately by the on-duty supervisor or other Command Staff as deemed necessary.
- B. Specific attention will be given to all parties involved from their point of view. Additional Incident reports may be requested from other parties involved.
4. Resolution of incident
- A. Incidents shall be resolved as soon as all necessary information is obtained and analyzed; it will receive its deserved attention.
- B. For example, after a medication error the crew member involved will be counseled on the proper treatment/dose and be required to do remedial training in that area before returning to work.
- C. In any event, the crewmember or persons involved will be counseled and given feedback regarding that specific incident so that future occurrences will not happen.

- D. A copy of the incident report will be placed in the crewmember's file. Any additional similar occurrences will be noted as a repeat occurrence and be dealt with on a case by case basis.