

I. Purpose

- A. To define trends or problems with Unusual Occurrences/Incidents, to give direction for reporting and evaluation, and to define the roles of San Benito County EMS and the service providers in relation to these events.

II. Authority

- A. California Health and Safety Code, Division 2.5. Sections 1797.204, 1797.220. and 1798.
- B. California Code of Regulations, Title 22, Division 9, Sections 100145, 100148, 100167, 100168 and 100210.

III. Policy

- A. Any individual involved in a San Benito County Unusual Occurrence/Incident, where they recognize a problem or have a concern, may submit the Unusual Occurrence/Incident Form.
- B. All Unusual Occurrence/Incidents reported will be investigated and followed up according to the following procedures. San Benito County EMS will determine the review, resolution, and tracking of Unusual Occurrences/Incidents.
- C. These events may be related to systems, policies, protocols, procedures, operations, devices, equipment/vehicles, medication or any aspect of patient care and include “great catches” defined as patient safety events that are recognized and prevented before they actually occur.
- D. Events that do not necessarily breach any policies, protocols or procedures, but are felt by the individual involved to be potentially detrimental should also be included in reporting.
- E. Any event deemed to have impact or potential impact on patient care, and/or any practice felt to be outside the norm of acceptable patient care, as defined by San Benito County EMS Policies & Procedures.
- F. Any Sentinel Event as defined by the Joint Commission on Accreditation of Healthcare Organizations, is “...an unexpected occurrence involving death or serious physical or psychological injury, or risk thereof.” The phrase “or risk thereof” includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome.
- G. An occurrence or incident that is reported but is deemed to have no patient care or system implications and does not require a further investigation.

IV. Procedure

A. Initial Reporting

- 1. All personnel directing involved in an Unusual Occurrence/Incident are required to submit an Unusual Occurrence/Incident Report to the San Benito County EMS Agency by the end of that shift, or within 24 hours of the unusual occurrence/incident, whichever is sooner.

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B. Review:

1. San Benito County EMS Agency is responsible for coordinating the Unusual Occurrence/Incident Review.
2. Following notification of the event, San Benito County EMS will assign the case to an appropriate entity for investigation. San Benito County EMS retains the authority to become the primary investigator.
3. San Benito County EMS will respond to the report within 72 hours of receipt.
4. San Benito County EMS will coordinate the After-Action Review and other meetings for Sentinel Events that will take place within 14 days from the day the report was received. A resolution or plan will be produced by San Benito County EMS in 21 days.

C. Resolution:

1. If necessary, a meeting will be scheduled with representatives of all involved parties, at which the conclusions of the San Benito County EMS Agency will be reported and discussed.
2. Within 5 working days of the receipt of the report from San Benito County EMS Agency, the service provider(s) will, if requested by the San Benito County EMS Agency, submit their action plan to San Benito County EMS Agency.
3. A copy of the findings, conclusions, and recommendations of the evaluation report will be sent to all involved agencies once the San Benito County EMS Agency closes the case.
4. San Benito County EMS will retain a record of its objective findings, its recommendations, and the remedial actions taken.

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