Purpose:

To provide a reporting mechanism which will provide information on an unusual event or circumstances which occur during an ECP's tour of duty.

Policy:

1. Definition

An incident is defined as an event which occurs, that is not consistent with routine operations or care of patients. They are incidents that did or could have caused harm to patients, families or employees. Examples include medication errors, patient falls while in the attendance of EMS personnel, loss of personal items, inter-department conflicts, etc.

2. Procedure

- Upon recognizing an event which the ECP feels is not consistent with routine operations or care of patients, an incident report will be completed as soon as feasibly possible. All reports should be completed prior to the end of the current tour of duty.
- While completing the incident report, the ECP will note any identified solutions which could prevent the incident from re-occurring.
- The ECP will list any and all witnesses to the incident on the report including name, address and phone number when available.
- The incident report will be entered through the department SharePoint Site. Once in the SharePoint site the ECP should choose the appropriate report type
to enter. Selections include areas of patient care, equipment issue and vehicle deficiencies.

- Following completion of the report, it is automatically sent to the appropriate administrative personnel through SharePoint to resolve.
- The ECP submitting the report has the option to follow the progress of this issue by selecting the “Alert Me” function in SharePoint. This option is available unless it involves personnel issues.