

SAFETY INCIDENT

REACHED THE INDIVIDUAL

DID NOT REACH INDIVIDUAL

HARMFUL INCIDENT LEVEL 1

HARMFUL INCIDENT LEVEL 2

HARMFUL INCIDENT LEVEL 3

NO HARM INCIDENT

NEAR MISS/ GOOD CATCH

Immediate Reponse

Care and support for residents, family and staff

Care and support for residents, family and staff

Care and support for residents, family and staff

Care and support for residents, family and staff as needed

Care and support for residents, family and staff as needed

Reporting

- Immediate notification of Manager/Admin On Call
- Immediate notification of Director, Chief, MD
- Immediate notification of MoHLTC and VAC (as required)
- Mandatory Critical Incident System
- Risk Management Reporting in Point Click Care

- Immediate notification of Manager/Admin On Call, and Director
- Notification of Chief within 1 business day
- Notification of MoHLTC and VAC (as required)
- Mandatory Critical Incident System
- Risk Management Reporting in Point Click Care

- Immediate notification of Unit RN
- Immediate notification of Manager/Admin On Call and if required, MOHLTC and VAC
- Mandatory Critical Incident System
- Risk Management Reporting in Point Click Care

- Immediate notification of Unit RN
- Risk Management Reporting in Point Click Care

- Immediate notification of Unit RN
- Risk Management Reporting in Point Click Care

Disclosure

Disclosure to resident / family as per policy

Investigation and Incident Analysis

Comprehensive Incident Analysis

- Concise Incident Analysis
- Potential multi-incident comprehensive dependent on level of risk

- Potential multi-incident, concise or comprehensive dependent on level of risk

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- Potential multi-incident, concise or comprehensive dependent on level of risk