

The Leamington United Mennonite Home and Apartments

POLICY AND PROCEDURE

CATEGORY:
Administration

SUBJECT:
Critical Incident Reporting

SECTION:
C
POLICY:
8

DATE:
September, 2004
REVISION DATE: July, 2012

Signature: _____
ADMINISTRATOR

CRITICAL INCIDENT REPORTING

POLICY:

The Home shall respond immediately to any critical incident, ensuring that all immediate harm or risk of harm is mitigated at the Home. The Administrator, together with the Director of Nursing and Personal Care shall guide the completion of the MCIS (Mandatory Critical Incident System) form as specified by the Ministry of Health within the required timeframes..

PROCEDURE:

The following critical incidents must be reported to the Director immediately in as much detail as possible, followed by the initiation of the MCIS form consistent with the LTC Homes Act 5.107(4):

- An emergency, including loss of essential services, fire, unplanned evacuation, intake of evacuees or flooding.
- An unexpected or sudden death, including a death resulting from an accident or suicide.
- A resident who is missing for three hours or more.
- Any missing resident who returns to the home with an injury or any adverse change in condition regardless of the length of time the resident was missing.
- An outbreak of a reportable disease or communicable disease as defined in the Health Protection and Promotion Act.
- Contamination of the drinking water supply.

After normal business hours, the immediate report of the above incidents must be made using the Ministry's after hours emergency contact pager #1-800-268-6060

The following critical incidents must be reported to the Director within one business day followed by the initiation of the required written report consistent with the LTC Homes Act s.107(4):

- A resident who is missing for less than three hours and who returns to the home with no injury of adverse change in condition.
- An environmental hazard, including a breakdown or failure of the security system or a breakdown of major equipment or a system in the home that affects the provisions of care or the safety, security, or well-being of residents for a period greater than six hours.
- A missing or unaccounted for controlled substance.
- An injury in respect of which a person is taken to hospital.
- A medication incident of adverse drug reaction in respect of which a resident is taken to hospital.

The report under the LTC Homes Act: S. 107 (4) must be made within 10 days of the home becoming aware of the incident or at an earlier date if required by the Director. (See attached MOH: Critical Incident Reporting Chart.)

- In response to any critical incident posing a potential risk to the safety and security of residents, staff, volunteers, visitors and/or others in the Home, Administration shall develop and implement an appropriate Action Plan as required and recourses used to develop such a plan will include:
 - LMH Fire Safety & Disaster Procedure Manual
 - 15 Minute Fire Security Check Program
 - Emergency Procedure Call Procedure.

MINISTRY OF HEALTH: CRITICAL INCIDENT REPORTING CHART

Type of Incident in LTC home	Section of O Reg. 79/10	Action to be taken by LTC Home to notify MOHLTC		Reporting Time Frame
		Monday – Friday 8 a.m. – 5 p.m.	All other times and Statutory holidays	
An emergency, including loss of essential services, fire, unplanned evacuation, intake of evacuees or flooding	S. 107 (1)1	Immediately initiate the on-line Mandatory Critical Incident System (MCIS) form	Phone the After Hours Pager # 1-800-268-6060	Immediately upon becoming aware of the incident; full report within 10 days of becoming aware of the incident*
An unexpected or sudden death, including a death resulting from an accident or suicide.	S. 107 (1)2	Immediately initiate the on-line MCIS form	Phone the After Hours Pager # 1-800-268-6060	Immediately upon becoming aware of the incident; full report within 10 days of becoming aware of the incident
A resident who is missing from three hours or more	S. 107 (1)3	Immediately initiate the on-line MCIS form	Phone the After Hours Pager # 1-800-268-6060	Immediately upon becoming aware of the incident; full report within 10 days of becoming aware of the incident*
Any missing resident who returns to the home with an injury or any adverse change in condition regardless of the length of time the resident was missing	S. 107 (1)4	Immediately initiate the on-line MCIS form	Phone the After Hours Pager # 1-800-268-6060	Immediately upon becoming aware of the incident; full report within 10 days of becoming aware of the incident*
An outbreak of a reportable disease or communicable disease as defined in the Health Protection and Promotion Act.	S. 107 (1)5	Immediately initiate the on-line MCIS form	Phone the After Hours Pager # 1-800-268-6060	Immediately upon becoming aware of the incident; full report within 10 days of becoming aware of the incident*
Contamination of the drinking water supply.	S. 107 (1)6	Immediately initiate the on-line MCIS form	Phone the After Hours Pager # 1-800-268-6060	Immediately upon becoming aware of the incident; full report within 10 days of becoming aware of the incident*

A resident who is missing for less than three hours and who returns to the home with no injury or adverse change in condition	S. 107 (3) 1	Initiate the on-line MCIS form	No after-hours reporting requirement	Within one business day of becoming aware of the incident; full report within 10 days of becoming aware of the incident.
An environmental hazard, including a breakdown or failure of the security system or a breakdown of major equipment or a system in the home that affects the provision of care or safety, security or well-being of residents for a period greater than six hours.	S. 107 (3) 2	Initiate the on-line MCIS form	No after-hours reporting requirement	Within one business day of becoming aware of the incident; full report within 10 days of becoming aware of the incident.
A missing or unaccounted for controlled substance.	S. 107 (3) 3	Initiate the on-line MCIS form	No after-hours reporting requirement	Within one business day of becoming aware of the incident; full report within 10 days of becoming aware of the incident.
An injury in respect of which a person is taken to hospital.	S. 107 (3) 4	Initiate the on-line MCIS form	No after-hours reporting requirement	Within one business day of becoming aware of the incident; full report within 10 days of becoming aware of the incident.
A medication incident or adverse drug reaction in respect of which a resident is taken to hospital.	S. 107 (3) 5	Initiate the on-line MCIS form	No after-hours reporting requirement	Within one business day of becoming aware of the incident; full report within 10 days of becoming aware of the incident.