**Incident/Occurrence Reporting**

**Section:** Company and Employee Standards

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 35, PHARM-OP 14, SDrM 5

**ACHC Standard:** DRX7-11A

**Approved by:**

**POLICY**

An incident report is a form that is filled out in order to record details of an unusual event that occurs such as an injury to a [patient,](http://en.wikipedia.org/wiki/Patient) employee, vendor or other party. Incidents may include accidents or even the events surrounding the avoidance of an accident or error. Incidents are not confined to those events that result in harm but may also include events in which harm was avoided and those events should be shared with other employees as part of a learning experience.

The purpose of the incident report is to [document](http://en.wikipedia.org/wiki/Document) the exact details of the occurrence while the incident is fresh in the minds of those who witnessed the event. This information may be useful in the future when dealing with liability issues stemming from the incident.

Incident reports should be completed as soon as possible, after the significant events occur, are discovered or are disclosed.

**PROCEDURE**

1. An incident may be defined as an event or series of events that:
   1. Resulted in harm to a patient, employee, vendor or other party located at <insert practice name> or served by <insert practice name> or,
   2. May have resulted in serious harm had action not been taken to prevent that harm.
2. When an incident or accident occurs, the employee(s) knowledgeable about the event(s) will document the events on an Incident Form within two (2) business days. **[PHARM Core 35 (a)] [SDrM 5 (a)]**
3. If the incident resulted in harm to a patient, employee, vendor or other person, the form will be completed within one (1) business day. **[PHARM Core 35 (a)] [SDrM 5 (a)]**
4. In the event that the incident resulted in harm due to a prescription error, clinical error or other professional error that occurred in the process of providing pharmaceutical services, the Pharmacy Manager is to be notified promptly by phone, email or other means. **[PHARM Core 35 (a)] [SDrM 5 (a)]**
5. The Pharmacy Manager and pharmacist(s) are responsible for providing aid, care or communication to other health care professionals within their abilities and the scope of practice of pharmacy.
   1. The Pharmacy Manager will review and sign all incident reports within two (2) business days of completion.
   2. The Pharmacy Manager will review the events in the incident and take appropriate action to ensure proper care for patients, employees or vendors as practical and possible in a timely manner. **[PHARM Core 35 (a, b, d)] [SDrM 5 (c)]**
6. The Pharmacy Manager will review operating policies, as necessary and appropriate, to prevent future similar incidents, if possible and practical. **[PHARM-OP 14 (b-i, b-ii, b-iii)]**
7. All significant adverse events will be reported and reviewed at the Quarterly Quality Management Committee to determine if any additional follow-up, intervention etc. is required. **[PHARM Core 35 (e)] [PHARM-OP 14 (c)] [SDrM 5 (e)]**
8. If a dispensing error or an error of clinical significance is discovered prior to notification of the error from a patient/caregiver or prescriber a pharmacist will contact the patient/caregiver and prescriber to disclose the error. The pharmacist will request that the medication dispensed be returned to <insert practice name> and the pharmacist or pharm tech will process a new order for the patient. If patient is at risk of missing a dose of medication due to the dispensing error <insert practice name> will expedite delivery if possible. **[SDrM 5 (d)]**

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