

**FLOYD MEDICAL CENTER  
POLICY AND PROCEDURE MANUAL  
ADMINISTRATION**



<b>TITLE:</b> Visitor and Employee, Incident Reporting Using On-Line rL Solutions	<b>Policy No.:</b> AD-03-004
<b>Purpose:</b> To provide instructions for the completion of confidential on-line incident reports involving visitors and FLOYD employees within the FLOYD Health System.	<b>Developed Date:</b> 6/96 <b>Review Date:</b> 7/2000 <b>Revised Date:</b> 11/96, 7/00, 4/03, 10/03, 2/08, 5/09, 3/12, 10/14, 2/19, 7/19 <b>Review Responsibility:</b> Risk Manager, Accreditation/Compliance Coordinator, Safety Officer, Director of Quality Management, Work Injury Coordinator, Director of Pharmacy, EOC Committee, Executive VP; Chief of Patient Services, Legal Counsel
<b>Reference Standards:</b> OSHA, State Board of Workers Compensation, The Joint Commission Hospital Accreditation Standards	

**Policy:** In an effort to provide a safe environment for FLOYD visitors, and FLOYD employees, all unusual incidents occurring within the FLOYD Health System will be reported, investigated, trended and pertinent information provided to appropriate committees as outlined in the following procedures.

**Definitions:**




**Visitor incidents**

- ◆ all visitor falls
- ◆ any occurrence which has or could have resulted in injury to a visitor
- ◆ the arrest of any visitor while on hospital property as result of criminal activity
- ◆ safety and security issues involving a visitor
- ◆ sudden onset of any untoward medical condition, i.e., cardiac arrest, loss of consciousness, seizure, etc.
- ◆ Contract students performing clinicals while on FLOYD premises: Needlesticks, Sharps and Blood/Body fluid exposures

**FLOYD Employee incidents**

- ◆ any incident that causes a work related injury or illness that arises out of, or in the course of, employment
- ◆ Infection Control/Prevention issues
  - ◆ needlesticks/sharps
  - ◆ exposures to blood and/or body fluids
- ◆ safety and security issues involving an employee

## Procedure

ACTIONS	KEY POINTS
<p>1. Use the rL-Solutions incident reporting tool for incidents involving FLOYD visitors and employees.</p> <p>2. An employee witnessing a <b>visitor incident</b>, should offer to assist the visitor to the ECC for observation and/or treatment, but DO NOT insist.</p> <p>3. The <b>Concerns and Grievances Incident Reporting</b> form should be completed for complaints, grievances and compliments.</p>	<p>1. FLOYD protocols require the on-line incident reporting tool from rL Solutions to be utilized for incidents involving FLOYD visitors and employees.</p> <p>The icon is accessed on the employee's computer desk top or on Greenlink @ Employee Toolbox; Safety &amp; Incident Reporting.</p>  <p>2.</p> <ul style="list-style-type: none"> <li>◆ Offer to assist visitor to the ECC for treatment. If they refuse, Do NOT insist.</li> <li>◆ <b>DO NOT INDICATE THE HOSPITAL WILL BE RESPONSIBLE FOR THEIR MEDICAL EXPENSES.</b></li> </ul> <p>3. See policy AD-03-006 Customer Complaints and Grievances).</p>
 <p style="text-align: center;"><b>Concerns and Grievances</b></p>	
<p>4. An employee who is injured should notify appropriate supervisor and complete the FLOYD on-line incident report in rL solutions as soon as possible.</p>	<p>4. Using the rL on-line incident reporting system, the employee, supervisor or manager will complete the incident report. Access to rL incident reporting system is gained by using your network username and network password.</p> <p><b>RL Solutions Login Information:</b>  <b>Username:</b> your network username  <b>Password:</b> your network password</p> 

ACTIONS	KEY POINTS
<p>5. The Employee General Incidents form should be completed for employee incidents.</p> <div data-bbox="386 296 586 495" data-label="Image"> </div> <p data-bbox="264 527 695 562" style="text-align: center;"><b>Employee General Incidents</b></p> <p>6. An employee witnessing or becoming aware of an incident should complete an on-line incident report as soon as possible and no later than the end of the employee's shift</p> <ul style="list-style-type: none"> <li>◆ Reports should state facts ~ not opinions</li> <li>◆ Reports should not speculate or analyze the incident</li> </ul> <p>7. Visitor incident reports are reviewed regularly by the Safety Officer and Risk Manager.</p> <p>8. FLOYD Liaisons will ensure that incident reports are completed for Contracted <b>Students performing Clinicals</b> while at FLOYD locations. For Needlestick, Sharp, or Blood/Body Fluid Injuries, the student incident is documented using the Affiliate General Incident ICON.</p>	<p>5. FLOYD Employee General Work Related Incidents are reported into rL Solutions system by:</p> <ul style="list-style-type: none"> <li>◆ Utilizing the rL computer icon as indicated in Keypoint #1. Or</li> <li>◆ Greenlink access: Employee Toolbox; Safety &amp; Incident Reporting Complete the RL Solutions <b>Incident Report</b> by the end of the shift in which the occurrence happens.</li> </ul> <p>6. Using the FLOYD protocols for rL online incident reporting system, the FLOYD employee witness, supervisor, or manager will complete the incident report. Access to The rL Solutions ICON is gained by using the following Login information:</p> <p><b>RL Solutions Login Information:</b></p> <p><b>Username:</b> your network username</p> <p><b>Password:</b> your network password</p> <div data-bbox="1328 919 1485 1052" data-label="Image"> </div> <p>7. This action is completed in order to ensure that all applicable occurrences/incidents are processed through appropriate safety and/or quality review.</p> <p>8. Students Performing clinicals; Affiliate General Incident Reporting ICON:</p> <div data-bbox="1029 1339 1224 1549" data-label="Image"> </div>

ACTIONS	KEY POINTS
<p>9. FLOYD Employee incident reports are reviewed regularly by the Work Injury Coordinator assigned based on specific locations.</p>	<p>9. The Work Injury Coordinator contacts the injured employee and documents follow-up actions in the on-line occurrence/incident report.</p> <ul style="list-style-type: none"><li>◆ The incident report is also called the First Report of Injury (FROI) and is required by the Georgia State Board of Worker's Compensation and the Alabama Department of Labor; Workers' Compensation Division.</li><li>◆ A Copy is placed in the employee's workers compensation file and is also forwarded to the Assigned Third Party Administrator or Insurance Carrier based on specific location by the assigned Work Injury Coordinator.</li></ul>
<p>10. Risk Management and/or Quality Management will access data at their discretion and frequency.</p>	<p>10. Data collected will be utilized for such purposes as trending and analyses to identify Performance Improvement (PI) opportunities to improve Quality of Care and Safety within the FLOYD Health System.</p>