



## PROGRAM POLICY

<b>NUMBER:</b>	QPS 110
<b>TITLE:</b>	Patient Safety Incident Reporting
<b>CATEGORY:</b>	Quality Management
<b>VERSION:</b>	1.2
<b>AUTHORITY:</b>	Program Director
<b>LAST REVIEWED:</b>	July 2023
<b>LAST REVISED:</b>	June 7, 2023

**BACKGROUND:** Reporting patient safety issues, incidents, near misses and good catches is an expectation of healthcare professionals. The timely, complete, and accurate reporting patient safety incidents, adverse events, near misses and patient care concerns is necessary to identify their contributing factors and implement strategies to mitigate their reoccurrence. By reporting these issues, paramedics contribute to patient safety initiatives on an individual and systems level.

**POLICY:** RPPEO will create and maintain an avenue for paramedics to report patient safety issues, near misses, hazards, documentation issues, and patch failures.

Paramedics certified by the RPPEO and delegated by the RPPEO Medical Director are expected to report patient care concerns, patient safety incidents, documentation issues, and patch failures through the RPPEO reporting process.

**PROCEDURE:**

Paramedics are to report any patient safety concern, patient safety incident, documentation issue, or hazard by submitting a Patient Safety Incident Report through the RPPEO website. Reporting a patient safety concern is expected - regardless of patient outcome - as soon as a paramedic becomes aware of the issue.

The RPPEO is committed to working with paramedics and service providers to understand incidents and assess for individual and system gaps and work collaboratively to identify areas for improvement to ensure high quality patient care and patient safety.

The RPPEO triages patient safety incidents weekly, or as needed at the time of reporting.

Procedure when a patient safety incident occurs:

- If the patient is still in paramedic care, the paramedic may patch to the Base Hospital Physician to consult for advice and direction on the care or ongoing care provided;
- Continue to provide care to the patient consistent with the patient care standards;
- Report the event to receiving health care professional / clinician during the handover of care;
- Document care provided, including the circumstances of the incident or reasoning for deviating from the Standards, on the Ambulance Call Report (ACR) or Patient Care Record (PCR).
- Report the event to RPPEO via the Patient Safety Incident Report form online at: <https://www.rppeo.ca>
- The incident report will trigger a quality-of-care review, a review of the ACR and supporting documentation, and additional information may be sought if deemed necessary.

**RELATED POLICIES/LEGISLATION:**

- The Ottawa Hospital, Policy and Procedure Manual
- Draft Guidelines for an Adverse Event Reporting and Learning System, World Health Organization
- Building a Safer System: The Canadian Adverse Event Reporting and Learning System, Canadian Patient Safety Institute
- Patient Safety in Emergency Medical Services, Advancing and Aligning the Culture of Patient Safety in EMS, Emergency Medical Services Chiefs of Canada
- Advanced Life Support Patient Care Standards, Ontario Ministry of Health and Long-Term Care (“Standards”) - May 2018 v4.5
- RPPEO Quality and Patient Safety Framework
- Just Culture Training for Managers, Healthcare Edition, Outcome Engenuity, LLC
- BLS PCS
- RPPEO Policy QPS 130

**REVISION RECORD:**

<b>Version #</b>	<b>Revision Date</b>	<b>Summary of Changes</b>
1.0	September 2016	Pre-existing 2015 version reviewed as baseline for new versioning system. Removed reference to "non-punitive approach", "malicious" & "not clinically competent". Removed reference to "highest level of care responsible to report". Added concepts of team approach and Patient Safety to wording.
1.1	December 2018	Rewrote purpose
1.3	June 2023	Rewrote policy statement to include expectation on RPPEO procedure