

Checklist #13

**Functional Area: Accidents, Incidents and
 Complaints;
 Reportable Incidents**

Yes = In Compliance
 No = Further Action

Objective: Ensure all accidents, incidents and complaints are investigated and reported appropriately, and measures are put into place to prevent recurrence.

Specific Criteria	Yes	No
<p>Policy and Procedure: IDAPA 16.03.22.153.01</p> <p>1. Have you developed policies and procedures to assure that allegations of abuse, neglect and exploitation are identified, reported, investigated, and followed up with interventions to prevent reoccurrence and assure protection, and documented? {IDAPA 16.03.22.153.01}</p>		
<p>Policy and Procedure: IDAPA 16.03.22.153.08</p> <p>1. Have you developed policies and procedures that assure the following for accidents and incidents:</p> <ul style="list-style-type: none"> a. Are there ways to identify events? b. Are there ways to report events? c. Do you identify ways to investigate? d. Do you have systems for developing follow up interventions to prevent recurrence? e. Do you determine how you will complete written documentation to show what you have done to protect your residents? {IDAPA 16.03.22.153.08} 		
<p>Requirements: IDAPA 16.03.22.350</p> <p>1. Is the Administrator or person designated notified of all accidents, incidents, reportable incidents, and complaints? {IDAPA 16.03.22.350.01}</p>		
<p>2. Does the Administrator or person designated investigate all accidents, incidents, reportable incidents, complaints, and allegations of abuse, neglect or exploitation? {IDAPA 16.03.22.350.02}</p>		
<p>3. Does the Administrator or person designated write a report of all accidents, incidents, reportable incidents, complaints, and allegations of abuse, neglect or exploitation within 30 days of the event? {IDAPA 16.03.22.350.02}</p>		
<p>4. Do you protect the resident who is involved in the accident, incident, reportable incident, complaint, or allegations during the investigation? {IDAPA 16.03.22.350.03}</p>		
<p>5. Do you give a written response within 30 days to any person making a complaint, which includes a description of any action taken to resolve the issue and any reasons why action was not taken? {IDAPA 16.03.22.350.04}</p>		
<p>6. Do you take immediate corrective action when there is a known allegation of abuse, neglect or exploitation so that the problem does not happen again? {IDAPA 16.03.22.350.05}</p>		

Specific Criteria	Yes	No
<p>Reportable Incidents: IDAPA 16.03.22.350.07, 011.10</p> <ol style="list-style-type: none"> 1. Do you report incidents as outlined in the definitions (“Incidents, reportable”) to the Licensing and Survey Agency within 24 hours of the occurrence? {IDAPA 16.03.22.350.07} 2. Reportable incidents are as follows: <ol style="list-style-type: none"> a. Injuries of unknown origin not observed by anyone, the source could not be explained by the resident, or the injury includes any of the following: <ol style="list-style-type: none"> i. Severe bruising on head, neck or trunk ii. Fingerprint bruising iii. Laceration iv. Sprains v. Fractured bones vi. No need to report minor bruising or skin tears on extremities. b. Resident injury resulting from accidents involving facility-sponsored transportation. Examples: falling from the facility’s van lift, wheelchair belt coming loose during transport, accident with another vehicle. c. Resident elopement of any duration. Elopement is when a resident, who is unable to make sound decisions physically leaves the facility premises without the facility’s knowledge. d. Any injury due to resident-to-resident incident. e. An incident that results in the resident’s need for any of the following: <ol style="list-style-type: none"> i. Hospitalization ii. Going to the Emergency Department iii. Fracture iv. IV therapy v. Dialysis vi. Death {IDAPA 16.03.22.011.10} 		
<p>Record Keeping or Documentation: IDAPA 16.03.22.711.02</p> <ol style="list-style-type: none"> 1. Are you documenting in the resident’s record about complaints or grievances? Do you include date received, your investigation, outcome, response to the person making the complaint? {IDAPA 16.03.22.711.02} 		
<ol style="list-style-type: none"> 2. Did you make a written report of your investigation for all accidents, incidents and complaints, as stated in the items above on this check list? {IDAPA 16.03.22.350.02} 		

The check lists can be used as a quality improvement tool and are offered as a helpful guide. They do not take the place of the rule requirements. It is highly recommended that the check lists be used in conjunction with the rules themselves.