

Staff Responsibilities When a Patient Incident Results in an Unexpected Outcome

(Examples: burn, major laceration, loss of digit or limb, fracture, foreign body retention, unanticipated neurological deficit, blindness, deafness, cardiopulmonary arrest with or without successful CPR, unexpected return to ICU, unexpected death.)

Always insure the safety of the patient and staff.

| Staff | Supervisors | Physicians |
|--|---|---|
| 1. Notify the physician, your immediate supervisor, and Risk Management @ 763-5456 (after hours, weekends or holidays pager 1490). | 1. Identify and interview your involved staff ASAP. | 1. Notify Chief resident and attending ASAP. |
| 2. If equipment was involved, leave it plugged in and turned on if safe to do so. (Ex: DO NOT turn off telemetry.) Sequester equipment including packing and contact Biomed @ pager 5663. | 2. Provide customer service recovery to patient/family as applicable. | 2. Contact Risk Management @ 763-5456 (after hours, weekends or holidays pager 1490). |
| 3. Provide support for patient & family (Social Work @ pager 3365, Spiritual Care @ 936-4041, after hours pager 1921). | 3. Provide support to staff (You may consider contacting Employee Assistance Program, 763-5903). | 3. Consider contacting the Medical Examiner (477-6313). For more information refer to the Pathology Dept Policy Guide on Post Mortem Care. http://www.pathology.med.umich.edu/policies/index.php?id=772 |
| 4. Medical record documentation. a. Thoughtfully compose a factual, accurate and non-speculative note. b. For more information refer to the Risk Management website http://www.med.umich.edu/i/riskmgmt/incident/document.htm <i>[(If assistance is needed with medical record documentation, contact Risk Management @ 763-5456 (after hours, weekends or holidays pager 1490)].</i> | 4. Contact Risk Management @ 763-5456 (after hours, weekends or holidays pager 1490) for follow up as soon as feasible. | 4. Communicate with patient/family. <i>[If assistance is needed with patient/family communication, contact Risk Management @ 763-5456 (after hours, weekends or holidays pager 1490)].</i> a. Competent patient: ask if they would like family/significant other notified. b. Incompetent patient: notify Next of Kin/Emergency Contact. |
| 5. Complete on-line incident report within 48 hours. https://patientsafetyform.med.umich.edu/rmweb3/riskweb3.dll/FrmLogin | | 5. Medical record documentation. a. Thoughtfully compose a factual, accurate and non-speculative note. b. For more information refer to the Risk Management website http://www.med.umich.edu/i/riskmgmt/incident/document.htm <i>[(If assistance is needed contact Risk Management @ 763-5456 (after</i> |

Exhibit B

*hours, weekends or holidays pager
1490)].*