Drexel University
Incident
and
Claim Reporting Policy
Policy:

- An **incident report form** or **verbal notification** to the Department of Risk Management, Office of the General Counsel, Center City campus of a "potential" claim **MUST** be completed on **every** incident or claim involving a **patient or visitor** in any Drexel University facility or department **including outpatient facilities**.

OR
Why?

- Makes sure insurance will cover you
- Allows quick intervention by other professionals:
  - Risk Manager
  - Department Chair or Administrator
- Communication with patients reduces risk of claims and law suits
When?

- As soon as possible!
- Within the next 24 to 36 hours!
How?
Confidential Incident Report

This form is available on the Drexel University Risk Management website.
Risk Management Follow-Up

- The University’s Risk Managers will initiate follow-up on every reported “potential claim” and determine “potential” liability.

- Early notification to Risk Management is critical.

- Providing an incident report DOES NOT mean that a report will be made to the insurance company.

- When in doubt….CALL RISK MANAGEMENT!
Reportable Events

- The National Data Bank requires reports **only** on the payment of claims that were made “in writing”. If a problem is resolved before a letter (or summons or complaint) comes in, no “Report” needs to be made to the Data Bank.

- Prompt internal reporting can help keep an incident from becoming a reportable event.
Definition: Incident

Events that:

- Are contrary to the standard of patient care
- Place a patient or visitor at inappropriate risk of significant harm
- Put the University or program in a legal or political position that may cause significant expense to the University
Incident Description

- **Any event** that is not consistent with the routine operation of the University or the routine care of a particular patient.

- **INJURY does not have to occur.** **ERROR does not have to occur.** The *potential* for injury and/or property damage is enough to cause a report.
Examples of “Incidents”

- Unanticipated adverse result from a treatment or procedure
- Hostility, criticism or patient dissatisfaction
- Accidental burns – thermal, chemical, radiological and electrical
- Medication errors
- Mistaken identity
- Failure to diagnose resulting in radiation therapy, chemotherapy or other continuous treatment
Serious incidents

- In the event of a serious incident, claim or lawsuit *don’t just fill out a form!* **CALL**
  the Office of Risk Management:

  Brian Cunningham   267-359-6250
  Gail Schlemback    267-359-6268
  Christina Chennat  267-359-6260
Definition: Claim

- Receipt of a lawyer’s letter or summons

- Hostility or criticism accompanied by a suggestion or request for compensation or other form of relief expressed by a patient visitor or family member as a consequence of an incident.

- A demand for money or services

- Threats of litigation made by a patient, visitor or family member

- Receipt of a complaint
Procedures: Required and **immediate**

- Employee or independent contractor (including locum tenens) who witnesses, discovers or has personal knowledge of any incident is responsible for reporting or calling the Office of Risk Management at 267-359-6250, 6268 or 6260.

- The Incident Report or notification of claim is required to be completed as soon as possible after the incident occurs or is discovered!

- The Incident Report policy and form is available from your department’s administrator or on the Risk Management Website under Forms.
Completion of Incident Report

- Complete as thoroughly as possible
- Report must be legible
- Complete all sections that are appropriate
- Be objective and report facts.
- NO impressions, NO opinions, NO criticisms, NO judgments
- Report only who, what, where – “Just the Facts”
Completion of Incident Report (continued)

- Identify involved persons by name and title.
- Include the name(s), complete addresses and telephone numbers, to the extent known, of any witnesses.
- Sign and date the form, and send it to Risk Management.
- Completed Incident Reports and attachments should be received by the Risk Manager within 24-48 hours of the incident!
Completion of Incident Report (continued)

- Copies of the Incident Report must NEVER be placed in the patient’s chart.

- The Incident Report is confidential.

- The Incident Report should not be photocopied.
Communications related to claims

- ANY communication received from ANY person making a claim against the University, its physicians or its employees, should immediately be brought to the attention of the University’s Office of Risk Management and/or the Office of the General Counsel.

- DO NOT COMMENT to anyone about the event except on a need-to-know basis.
Prompt reporting is a "Best Practice" of the Drexel University College of Medicine.

Compliance with this policy is therefore required of all Drexel University College of Medicine faculty.

Failure to give prompt notice of incidents can result in surcharges being applied to your insurance premium.