



PPRS Incident Report SOP

Purpose

It is Pikes Peak Respite Services policy to exercise diligence in detecting and preventing serious incidents as needed. PPRS ensures that all staff will be provided with and show proficiency in crisis prevention practices and documentation procedures for incident reports during orientation and specialized trainings.

GUIDELINES

1) Pikes Peak Respite Services ensures that all staff will be educated on and able to implement the crisis prevention practices and documentation procedures for incident reports.

PROCEDURES

- 1) Pikes Peak Respite Services ensures each person receiving services has the right to have a humane, safe and caring environment. PPRS staff that have been trained in crisis documentation procedures for incident reports as per the Code of Colorado Regulations 10 CCR 2505-10 Sec 8.608.6 as outlined in this policy letter.
- 2) Pikes Peak Respite Services staff will accurately document incident reports for these required instances to ensure that events that may have placed clients at risk receive an appropriate level of review and follow-up & reports shall be placed in the client records : 10 CCR 2505-10 Sec 8.608.6 D
 - a. Injury to a client receiving services
 - b. Lost or missing client.
 - c. Medical emergencies.
 - d. Hospitalizations.
 - e. Death.
 - f. Medication errors.
 - g. Unusual actions of clients receiving services requiring review.
 - h. Allegations of mistreatment, abuse, neglect, or exploitation.
 - i. Use of safety control procedures.
 - j. Use of emergency control procedures.
 - k. Stolen property belonging to clients receiving services.
 - l. Allegations of abuse, mistreatment, neglect, and exploitation, and injuries which require emergency medical treatment or result in hospitalization or death shall be reported immediately to the agency administrator or designee and to the community center board within 24 hours. (10 CCR 2505-10 Sec 8.608.6)
- 3) Pikes Peak Respite Services incident reports (provided by C.C.B. The Resource Exchange) contain this required information: (10 CCR 2505-10 Sec 8.608.6 B)
 - a. Name of staff reporting.
 - b. Name of client involved in the incident.
 - c. Name(s) of witness(es)
 - d. Type of incident (e.g. medication error, injury, unusual behavior).

- e. Description of incident. (The report should be clear enough to know what happened; if it is not, someone should have gone back to add an explanation of what happened.)
 - f. Date and place of occurrence.
 - g. Duration of the incident.
 - h. Description of the action taken (description of action should be very specific).
 - i. Whether the incident was observed directly or reported to the agency.
 - j. Names of persons notified.
 - k. Follow-up action taken or where to find documentation of follow-up.
- 4) Pikes Peak Respite Services staff adhere to the rules for documenting the follow-up action that is taken and indicate where this information can be found. The follow-up action should include steps taken to prevent similar incidents from occurring in the future. (10 CCR 2505-10 Sec 8.608.6 B-H)
- 5) PPRS management and Director reviews and analyzes incident reports to identify trends and problematic practices. The analysis shall look for patterns of incidents based on such things as when or where they occur, the kinds of incidents, what staff are doing on duty at the time, etc. A database shall include incidents to identify patterns or trends over a period of time and to determine changes in trends. Regular reports should be issued for use by management & made available to the Community Center Board & the Department upon request. (10 CCR 2505-10 8.608.6 E & F)
- 6) PPRS will provide appropriate corrective action when problematic trends are identified. (10 CCR 2505-10 8.608.6 F)
- 7) In the even that there is an incident, call management immediately so you can be directed on if an incident report needs to be filed. If ever in doubt, check with management.

Incident forms can be found in the staff portal at pikespeakrespiteservices.com