

## **THE PROGRESS CENTER, INC. ACCIDENT/INJURY REPORTING POLICY AND PROCEDURE**

The Progress Center intends to respond promptly to any accidents or injuries that occur within its facilities and/or during the provision of services. Accidents and injuries are investigated and tracked for trends. The agency takes corrective actions to ensure that future accidents or injuries are minimized and a safe workplace is maintained for everyone.

A report should be completed for any unusual circumstance that does NOT fall within the categories listed below. All vehicular or staff accidents and injuries are documented on an Accident and Staff Injury Report form and given to the program director for processing within 24 hours of the event. Any client accident or injury must be reported on a General Event Report (GER) on Therap.

The program director conducts an investigation, using the Accident/Injury Investigation form, and then gives the completed form to the safety manager for review. If the report is for a staff injury, the director also completes a Staff Injury Report Follow-up. The investigation is done within 2 business days of receiving the report.

The safety manager determines whether the accident or injury is minor or critical. If the accident or injury is critical, the safety manager convenes the Safety Committee to review the event within 3 days of receiving the investigation. If the event is minor, the committee will review it at the next scheduled meeting.

Employee injuries must be reported to the Executive Director and documented on the First Report of Injury, in addition to the Staff Injury Report Follow-up.

The following types of incidents are reportable events and must be documented as a reportable event and reported to DHHS as described in the **Reportable Events Policy and Procedure** Report immediately:

- Allegation of abuse, exploitation and/or neglect
- Death
- Serious illness or injury
- Rights violation
- Lost or missing person
- Assault
- Suicide attempt or threat
- Dangerous situations which pose an imminent risk of harm

Report within one business day:

- Assaults that do not require medical attention
- Medication errors/refusal
- Non-emergency dangerous situation
- Restraints

- Mechanical devices and supports used without a doctor's order or without supervision of a qualified professional
- Self-injurious behavior not addressed and tracked in a person's plan
- Failure to obtain consent to change or new medical orders for person under public guardianship, when no emergency exists.

If any of the above incidents involve a child receiving mental health services, call DHHS licensing in addition to following the reportable events procedure.

**DHHS: 753-9100**  
**DHHS Licensing: (207)287-4399**  
**Crisis Services: 1 888 568-1112**

Associated Forms

Accident or Injury Report  
Accident or Injury Investigation form  
First Report of Injury  
Reportable Event (GER on Therap)  
Staff Injury Report Follow-up