**QUALITY MANAGEMENT PROGRAM**

**RISK MANAGEMENT: QUARTERLY INDICATORS**

YEAR

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Indicators** | **1st Qtr** | **2nd Qtr** | **3rd Qtr** | **4th Qtr** |
| 1. Patient incident reports: |  |  |  |  |
| 1. Number of patient falls/found on floor/assisted to floor |  |  |  |  |
| (Above Patient injuries from falls: skin tears, musculoskeletal inj.) |  |  |  |  |
| 1. Other patient incidents (iv infiltrated, policies not followed, faxed orders not received timely, orders not followed, pt. returned within 72 hrs, lab or radiology incident) |  |  |  |  |
| 1. Medication errors |  |  |  |  |
| 1. Loss of personal effects |  |  |  |  |
| 1. Other types of incidents ( visitor fall) |  |  |  |  |
| 1. Employee incident reports: |  |  |  |  |
| 1. Back injuries |  |  |  |  |
| 1. Needle stick/sharp injuries |  |  |  |  |
| 1. Musculoskeletal injuries |  |  |  |  |
| (Above Employee injuries with lost time) |  |  |  |  |
| 1. Other employee incidents |  |  |  |  |
| 1. Recalls/equipment malfunction: |  |  |  |  |
| 1. Product/equipment recalls/medication |  |  |  |  |
| 1. Reports of equipment malfunction with actual/potential injuries |  |  |  |  |
| 1. Miscellaneous concerns: (complaints, confidentiality issues, pt. change not reported to physician, possible professional patient). |  |  |  |  |
| 1. Number of patient/family complaints |  |  |  |  |
| 1. Number of physician complaints |  |  |  |  |
| 1. Number of complaints from other individuals |  |  |  |  |
| 1. Confidentiality issues |  |  |  |  |
| 1. Actual/potential liabilities: |  |  |  |  |
| 1. Number of subpoenas for release of medical information for actual/potential suits |  |  |  |  |
| 1. Number of incidents report to insurance carrier as potential litigation. |  |  |  |  |

**Patterns/Trends/Problems/Comments:**

In the 4th quarter of 2009, 3 patients were found on the floor and two patients assisted to floor, one with skin tear. We had three medication errors; all three occurred due to a transcription error, all received SOC II. Education has been provided to nursing staff. One incidents in the lab occurred this quarter from Saturday clinic staff not knowing procedure for notifying lab personnel of request for service. Education provided and procedure change.

Six employees were injured on the job, five with musculoskeletal injuries, none with lost time. One sharp injury occurred.

One medications recalled in pharmacy, medication was pulled and returned.

No records were pending from last quarter

Submitted by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_

Committee Review:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_