

UPSTATE
UNIVERSITY HOSPITAL

ORIENTATION 2015

**Welcome to
Upstate University Hospital!**

Presented by the
Department of Risk
Management

Knowing changes everything.

FOCUS

The department of Risk Management focuses on identification and prevention of risk exposures within the organization that could:

- Cause injury to patients, visitors, and employees
- Jeopardize the safety and security of the environment
- Result in costly claims and lawsuits with subsequent financial loss to the organization

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OBJECTIVE

Risk Management seeks to prevent liability through a process of education, feedback, and early response.

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MEANS



**Safety Intelligence
Occurrence Reporting
System**

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WHY

- Standardizes reporting
- Looks at trends (near mls and actual)
- Identifies where changes need to be implemented for safety

***Important note - If we don't know about incidents, we won't know we have any issues which need to be addressed**

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WHO

Everyone is responsible for reporting.

When an incident occurs, it is your responsibility to report the occurrence and initiate filing a report.

The 1st person made aware of the occurrence is the person who is responsible for the filing of the report.

By reporting incidents, the hospital will be able to investigate why an incident has occurred so that system issues can be addressed.

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WHAT

(At the very Least)

- **Preventable Patient death and/or serious injury.**
- **Wrong Site/Wrong Side procedures.**
- **Retention of a foreign body.**
- **Patient suicide, attempted suicide, or self-harm that results in serious injury.**
- **Patient or staff death or serious Injury associated with a burn incurred from any source.**

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(WHAT cont.)

- **Medication Errors especially associated with serious injury, near-death, or death.**
- **Patient abduction**
- **Sexual assault of patient/ staff.**
- **Death or serious injury of patient/staff from assault.**
- **Death or serious injury of patient from malfunctioning device.**

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REPORT AND CALL

The prior list reflects issues that need immediate attention and possible reporting to NYS DOH

**Along with entering the event, please call:
 Risk Management (Downtown) at 464-6177
 Risk Management (Community) at 492-5963
 and advise of the occurrence**

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LESS CRITICAL EVENTS

- **Reached Individual**
 - Requiring additional treatment
 - Emotional distress or inconvenience
 - No harm
- **Near Misses**
- **Unsafe Conditions**


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ADDITIONAL INFORMATION

<http://www.upstate.edu/ihospital/intra/risk/psn.php>

- **Quick Reference Guides**
- **Blackboard Training**
- **Video Training**



Thank You!!!

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