



QR Track Tip Sheet

WHAT IS AN EVENT?

An **EVENT** is any incident that is not consistent with the ordinary course or expected outcomes of Medical Center operations and clinical activities. An injury does not have to occur. Events include, but are not limited to: physical harm to patients or third parties such as visitors; equipment malfunctions or supply problems, with or without injury to patient or employee; potentially unsafe situations; and patient identification issues.

GENERAL EVENT TYPES

Adverse Drug Reaction – Any noxious, untoward or unintended response to a drug that occurs at doses used for prophylaxis, diagnosis, or treatment, excluding therapeutic failures and intentional overdoses. Includes drugs used for anesthesia or sedation purposes.

Airway Ventilation Management – Event related to airway, gas or ventilation management. Examples: accidental extubation, airway or oxygen equipment failure, delayed intubation, difficult intubation, failed intubation, gas error/failure, obstructed airway, self-extubation, ventilator failure.

Blood/Blood Product – Event related to the ordering, processing, dispensing or administration of blood or blood products. Examples: ABO blood complication, contaminated blood product, delay in blood product availability, expired product, improper/incomplete labeling of product, reagent issue, transmittal request error, wrong blood product transfused.

Communication/Service Coordination – Event related to the communication or coordination of processes between individuals or departments that is not a contributing factor to another event type. Examples: bed flow issue, delay in response to service request, failure to follow order, failure to respond to service request, slow/no response to call bell, timeliness of response to order, visitor policy issue.

Diagnosis/Assessment/Treatment – Event related to the diagnosis, assessment and/or treatment of a patient. Examples: adverse or allergic reaction (non-medication), assessment of patient incomplete, delay/lack of response to patient condition, diagnostic test result misinterpretation, failure to act on results of monitoring, treatment delayed, treatment performed incorrectly, wrong treatment performed.

Diagnostic Testing – Event related to the ordering, preparation, performance or results of a diagnostic test or procedure (e.g. Radiology, Endoscopy, Cardiac Cath, Pulmonary Function Testing). Examples: delayed critical results, delayed normal results, incorrectly labeled exam, performed exam on incorrect patient, performed incorrect exam, trauma from test/exam.

Environment – Event related to the internal or external physical environment. Examples: blocked or obstructed hallways/emergency exits/elevators, cleanliness of facility, equipment issues, improper storage of equipment/chemicals, telephone issues.

Fall – Event in which a patient is found on the floor and it is unknown how s/he got there; any unplanned lowering of the patient to the floor; or the actual observation of a fall, with or without injury. Examples: fall while ambulating with assistance, fall while ambulating without assistance, from bed, from chair, from exam table, from wheelchair, in shower/tub.

ID/Documentation/Consent – Event related to patient identification, chart documentation, or consent. Examples: Advance Directive/DNR/DDNR-not available, Advance Directive not followed, consent-none, consent-unsigned, ID absent, ID – wrong MRN, ID-wrong name, unsigned notes.

Infection Control – Event related to infection control practice or policy. Examples: break in isolation, break in sterile technique, contamination, failure to communicate isolation status, failure to isolate, sharps issue/injury, sterilization/disinfection issue.

Lab/Pathology/Specimen Test – Event related to lab, pathology, or specimen ordering, procurement, and processing. Examples: delayed critical result (TAT), delayed normal result (TAT), critical value not called, delay in obtaining specimen, incomplete requisition/transmittal, results posted to wrong patient, wrong test performed.

Line/Vascular Access – Event related to placement, maintenance, or function of a vascular access device or line (e.g. PIV, PICC, arterial line, etc). Examples: accidental dislodgement, breakage, complication, disconnected, discontinued inappropriately, inappropriate use, infection, infiltration/extravasation, localized reaction, occlusion.

Maternal/Childbirth – Event occurring during or related to pre-natal, delivery, and post-partum patient care. Examples: 3rd or 4th degree tears, seizure within 24 hours of birth, surgical complication, undiagnosed breech, unexpected admission to level 3 nursery.

Medication/Fluid – Event related to the prescribing, ordering, processing, labeling, dispensing or administration of medication or IV. Examples: damaged medication, infiltration, medication unavailable, wrong concentration, wrong dosage form, wrong dose, wrong dose/strength, wrong patient, wrong time.

Restraint/Supportive Devices – Event related to the use of physical or chemical restraint and supportive devices. Examples: documentation error, variance from order, variance from policy, variance from procedure.





Safety/Security/Conduct – Event related to the safety and security of an individual, personal belongings, or property. Examples: abandonment, abduction, abuse/assault, breach of confidentiality, breach of privacy, disorderly person, elopement, left against medical advice, missing or wandering patient, property damage (patient and hospital), safety policy violation.

Skin/Tissue – Event related to trauma of skin or tissue not resulting from another event type (e.g. fall). Examples: abrasion, blister, bruise, burn, diaper dermatitis, excoriation, incision line, open lesion, phlebitis, rash, skin desensitization, skin tear/cut, wound.

Surgery/Procedure – Event related to ordering, preparation, or performance of a procedure or use of anesthesia (local, general or any type of sedation). Examples: additional procedure/treatment performed, adverse or allergic reaction (non-medication), count discrepancy, delayed procedure, procedure/ treatment cancelled, return to OR, surgical site not marked, unplanned removal/perforation/repair.

Tube/Drain – Event related to placement, maintenance, or function of a tube, catheter or drain (e.g. feeding tube, hemovac drain, foley catheter, etc; *excludes* endotracheal tube – see Airway Ventilation Management). Examples: accidental dislodgement, breakage, complication, disconnected, discontinued inappropriately, inappropriate use, infection, localized reaction, occlusion.

REPORTING AN EVENT HOW-TO HIGHLIGHTS

- ✓ To **OPEN** QR Track – Click on this icon  on the desktop screen of any HS/CS-supported PC (computer) desktop
- ✓ Report all quality or safety events within **24 hours** after discovery of the occurrence
- ✓ **LOG IN** using your UVA network (email) ID and Password
- ✓ Click on **REPORT EVENT** to open a new file to report an event
- ✓ Use **concise, factual and objective** explanations to describe events
- ✓ Fields labeled in **RED must be completed** to submit the report
- ✓ Some fields have **drop-down** pick lists (choose one option), some have **check box lists** (choose as many as apply), some have **action buttons** that open another screen, some have **open boxes** that allow you to type in additional information
- ✓ The **BLUE button**  to the right of a data field *may* provide additional information about the field
- ✓ The **RADIO button**  is used to select an item in some fields or screens (e.g. open file, add entry)
- ✓ The **CALENDAR button**  is used to enter a date
- ✓ The **BACK button** allows you to move backward one screen (Note: Do *not* use BACK button at top left of browser window)
- ✓ The **Save as Incomplete button** allows you to log out of the system and return later to complete the report.
To access the file, click on **Open Incomplete File** after log-in.
- ✓ Completed reports are not printable. Once submitted, reports are automatically routed to the appropriate manager and other designees for review and follow-up.

FOR MORE INFORMATION CONTACT

- ✓ Your Manager
- ✓ QPI Department (4-5595)
- ✓ QR Track CBL
- ✓ QPI Web Site
- ✓ Medical Center Policy # 0132