


<b>2065 INCIDENT TRACKING AND REVIEW</b>	
Chapter: <b>Sununu Youth Services Center</b>	Section: <b>Safety and Security</b>
	New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: _____ Approved: _____ Effective Date: <b>January 1, 2010</b> Scheduled Review Date: _____
	William W. Fenniman, DJJS Director
Related Statute(s): <a href="#">RSA 621</a> and <a href="#">RSA 621-A</a> Related Admin Rule(s): _____ Related Federal Regulation(s): _____	Related Form(s): <b>Incident Report, Incident Tracking Report, Nursing Assessment, Shift Report and Residential Unit Daily Inspection Form</b> Bridges' Screen(s) and Attachment(s): _____

The uniform reporting and documenting of all incidents are important administrative tools for the uniform collection of data and analysis for risk management, program planning, and overall quality assurance. The SYSC utilizes the Incident Report for this purpose. In cases of a severe or very serious nature, immediate communication with the Bureau Chief shall be required.

### **Purpose**

The purpose of this policy is to establish the procedure for the Division's incident tracking and review.

### **Policy**

- I. Reportable Incident: A reportable incident is any occurrence that results in statute or rule violation, injury, property damage, or loss to an employee, resident, or visitor, or that may compromise safety or security, or the routine care of a particular resident. Examples of reportable incidents include, but are not limited to:
  - A. Any lost or unaccounted-for items that could be used as a weapon or means of escape.
  - B. Verbal/written threats by a resident toward staff/peers.
  - C. Injuries to residents, staff, or visitors (requires a witness statement).
  - D. Assaults by a resident, staff member, or visitor.
  - E. Escape/abscond.
  - F. Contraband found on a resident or employee.
  - G. Keys missing and/or found.
  - H. Medication errors or found medication.
  - I. Missing, stolen, heavily damaged, or recovered personal or state property.
  - J. Needles, syringes, razors, or tools (i.e., incorrect count or missing).
  - K. Any unauthorized person(s) on-grounds who pose a potential threat to SYSC.

- L. Safety/security concerns (i.e., unlocked doors, windows, etc.).
  - M. Unauthorized use of computers.
  - N. Use of Force, physical and/or mechanical restraints.
  - O. Staffing concerns (i.e., lack of specific gender coverage, insufficient staff coverage).
  - P. State vehicle incidents (i.e., accidents, unsafe vehicle condition).
  - Q. Suicide/suicide attempt, suicide gesture, or self-abuse.
  - R. Any time a resident is restricted to their room for fifteen (15) minutes or longer for any reason.
- II. Duty to Notify: The person(s) discovering an incident shall immediately notify their direct supervisor.
- III. Duty to Report: The person primarily involved with or discovering the incident shall complete an Incident Report as soon as possible. This report shall be completed by the end of their work shift. The Incident Tracking report shall be filled out electronically in Bridges.
- A. There shall only be one report completed per incident.
- IV. Witness Narrative: Any additional staff involved in the incident shall complete an accurate, detailed and timely narrative to the Incident Tracking Report.
- V. Incidents Involving an Injury: Anytime an injury results from any incident staff shall do the following:
- A. A Nursing Assessment shall be required as part of the Incident Report. Medical shall be notified for all injuries and shall document their involvement with a narrative attached to the Incident Report.
  - B. If the nurse indicates an injury, and any other staff witnessed the incident, a witness statement shall be required as part of the Incident Tracking report.
  - C. In case of an incident involving an employee injury, it shall be the responsibility of the staff member involved to fill out the appropriate worker's compensation forms and submit them to the Human Resources Coordinator.
- VI. Submitting Incident Reports: Staff must complete all Incident Reports in a timely manner and submit them to the Unit Manager or designee by the end of their shift.
- VII. Unit Manager Review: The Unit Manager shall review Incident Reports from their unit staff. It shall be their responsibility to:
- A. Ensure that reports are complete;
  - B. Notify and share information with appropriate staff; and

- C. Submit them daily to the Administrative Assistant.
- VIII. Supervisor's Review: Supervisors shall review Incident Reports on a daily basis. It shall be their responsibility to be familiar with unit activity and share critical information with the appropriate staff at Roll Calls and on the Shift Report.
- IX. Daily Inspection Documentation: Unit Managers shall ensure that daily inspections are completed and documented on the Residential Unit Daily Inspection form. The Residential Unit Daily Inspection Forms shall be submitted to the Administrative Assistant daily.
- X. Internal Affairs Investigation: Supervisors shall notify the Residential Bureau Chief of any incident that may require further investigation or administrative review. The Residential Bureau Chief shall determine appropriate follow up. If an inquiry is required the Internal Affairs function shall be activated with a referral to the Director.
- XI. Incident Tracking Reports Confidentiality: Incident Reports are confidential to SYSC. No Incident Report will be filed in a resident's permanent record, an employee's personnel file, nor be removed from SYSC or discussed without the Director's approval.