
TITLE	Incident Reporting
POLICY NO:	2015-029

POLICY STATEMENT:

All incidents shall be reported on an incident report to ensure that incidents are reported in an organized and detailed manner.

SCOPE:

All Staff/Volunteers

POLICY:

1. An incident report shall be completed according to the instructions located in the Incident Report, by the involved staff whenever:
 - a. A complaint relating to the operator's service is received by the operator or on the operator's behalf; or
 - b. An investigation is carried out by the operator or under the operator's authority relating to the operator's service; or
 - c. There is an unusual occurrence, Including:
 - i) A delay in accessing a patient;
 - ii) An excessive amount of time on scene;
 - iii) A scene or situation that represents a suspected or actual criminal circumstance or event;
 - iv) Equipment deficiencies (malfunctions or failures) that had an affect on patient care or a patient's outcome;
 - v) Communications failure;
 - vi) Property damage;
 - vii) Any circumstance that resulted in harm to a patient, staff member, or any other person in the care of or being transported in an ambulance or emergency response vehicle;
 - viii) Any circumstance which resulted in a risk to, or endangerment of the safety of a patient, crew member, or any other person being transported in an ambulance or emergency response vehicle;
 - viii) The patient is vital signs absent or becomes vital signs absent while in the care of the ambulance crew;
 - ix) Upon a request from Management.



2. The incident report should be completed as soon after the incident as possible and **always prior to the end of the shift.**
3. Each staff member should complete separate incident reports.
4. Staff shall also complete an incident report if:
 - a) they anticipate the possibility of a complaint arising as a result of the general circumstances surrounding an incident; or
 - b) they receive a verbal or written complaint.

Date of Approval:	September 28, 2016
Date to be Reviewed:	September 28, 2018
Authority:	Chief of EMS Operations



EMS OPERATIONS DIVISION

www.superiorems.ca
info@superiorems.ca
705.253.3301