



QUINTE HEALTHCARE CORPORATION

Appendix A – Patient Safety Event Nomenclature

HARM			
Level	Defined	Example	Required Notification
Level 1 – Death (Critical event)	On balance of probabilities; death was caused or brought forward in the short term by the event.	<p>Patient falls and sustains a subdural hematoma and subsequently dies.</p> <p>Symptoms of a critical medical condition are incorrectly attributed to a mental health condition, resulting in lack of diagnosis, treatment and death.</p>	<p><u>M-F business hours:</u></p> <ul style="list-style-type: none"> Reporter notifies Manager and Most Responsible Physician (MRP) Manager notifies Clinical Director and Clinical Risk Specialist Clinical Director will notify the Medical Director Clinical Risk Specialist notifies CNO, COS and CEO
Level 2 - Severe Harm (Critical event)	Patient requires life-saving or major surgical/medical intervention. Life expectancy is shortened or there is permanent/long-term severe loss of function.	<p>Patient falls and has a head injury resulting in permanent cognitive or physical impairment.</p> <p>Patient suffers permanent paralysis during a surgical procedure.</p>	<p><u>After hours & holidays:</u></p> <ul style="list-style-type: none"> Reporter notifies immediate supervisor and the Admin-on-call The Admin-on-call will notify the Clinical Risk Specialist and Clinical Director where the event occurred <i>via email</i> with a summary
Level 3 - Moderate Harm	Patient requires intervention, increased length of stay or there is permanent or long term moderate loss of function	<p>Patient falls and fractures their hip but recovers to previous level of functioning after healing and rehabilitation.</p> <p>Patient requires transfer to ICU and prolonged hospital stay due to a drug reaction where patient had a known allergy.</p>	<p><u>M-F business hours:</u></p> <ul style="list-style-type: none"> Reporter notifies Manager and MRP Manager notifies Clinical Director <p><u>After hours & holidays:</u></p> <ul style="list-style-type: none"> Reporter notifies immediate supervisor and when necessary the Admin-on-call
Level 4 - Mild Harm	Patient symptoms are mild, loss of function or harm is mild or temporary, AND no or minimal intervention is required.	<p>Patient is administered the incorrect dose of a blood pressure medication causing the blood pressure to drop.</p> <p>Additional monitoring is required however harm is minimal and short term.</p>	<p><u>M-F business hours:</u></p> <ul style="list-style-type: none"> Reporter notifies immediate supervisor and MRP <p><u>After hours & holidays:</u></p> <ul style="list-style-type: none"> Reporter notifies immediate supervisor and MRP



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NO HARM			
Level	Defined	Example	Required Notification
Level 5 - No Harm Event (reached patient)	A situation where an event reached a patient but the patient outcomes is not symptomatic or no symptoms are detected AND no treatment is required.	A patient falls but does not sustain any injury or harm. Elopement of Form 1 patient. Patient is found and returns to emergency department.	<u>M-F business hours/After hours:</u> <ul style="list-style-type: none"> Reporter notifies immediate supervisor <u>After hours & holidays:</u> <ul style="list-style-type: none"> Reporter notifies immediate supervisor (where applicable)
Level 6 - Near Miss (did not reach patient)	An event that has potential for harm but is intercepted or corrected prior to reaching the patient	Insulin is almost administered to the wrong patient, but error recognized prior to administering.	<u>M-F business hours/ After hours:</u> <ul style="list-style-type: none"> No notification other than to complete an event report
HAZARD			
Level	Defined	Example	Required Notification
Level 7 - Reportable Circumstance	A situation that has the potential for harm, but no event occurred and does not involve a patient.	A hole in the floor creating a trip hazard.	<u>M-F business hours/ After hours:</u> <ul style="list-style-type: none"> No notification other than to complete an event report