



Policy # & Title:	021 - Incident Reporting	Page 1 of 2
Purpose:	This policy serves to establish the MDA process for reporting incidents.	
Policy:	In accordance with JCAHO standards regarding complaint resolution and management of safety risks, MDA shall have a procedure for the reporting by clients, contractors, or staff of complaints and reporting and investigating of potential safety and health risks.	
Procedure:	<p>An incident reporting form will be distributed to client upon request. The form will specify a complaint box to be checked as well as a brief description of that complaint</p> <p>Client or provider may submit a complaint/grievance verbally or in writing via the recruiter, or may utilize the incident reporting form which is mailed to the risk manager. All official complaints will ultimately be reported to risk management in order to identify significant or recurring complaints.</p> <p>Under no circumstances will MDA tolerate subjection of a client, staff member, or provider to coercion, discrimination, reprisal, or unreasonable interruption of services for voicing complaints or recommending changes in good faith.</p> <p>It is suggested that all Incident Reports be submitted within 24-48 hours of the occurrence. MDA management will attempt to initially investigate all complaints within 48 hours of receipt. Under no circumstances should the preliminary investigation of a complaint exceed 10 working days. MDA will respond to complaintant in the event of a significant or recurring complaint.</p> <p>Safety, security incidents including property damage will be reported direct to the recruiter or via the incident reporting form to risk management.</p>	



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<p>Procedure Cont'd:</p>	<p>Other items to be reported include unexpected patient incidents, errors, unanticipated deaths, sentinel events, equipment failures, patient falls, medication errors, hazardous materials exposure and needle sticks.</p> <p>The corporate risk manager/designee will be responsible for maintaining this reporting mechanism. Complaint, occupational and patient safety incidents will be appropriately documented and analyzed in order to identify opportunities for training and/or process improvement.</p>
<p>Scope:</p>	<p>All full-time and part-time active employees and independent contractors.</p>
<p>Authority:</p>	<p>Proposed revisions of this policy should be reviewed by: Corporate Risk Manager Compliance Officer</p>
<p>Forms:</p>	<p>The Incident Reporting Form found at www.mdainc.com under the "About US" section.</p>