EVENT REPORTING

PURPOSE

The purpose of this policy is to ensure that the correct procedure is followed when reporting an event. This policy also ensures that the *"Near Miss/Adverse Event Report"* is completed correctly.

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SCOPE

This policy applies to:

- MHR Assistant Branch Managers
- MHR Branch Managers
- MHR Clients
- MHR Clinical Facilitators
- MHR Panel Members
- MHR Recruitment Consultants
- MHR Senior Coordinators

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POLICY STATEMENT

- Complete the *"Near Miss/Adverse Event Report"* as soon as possible after the event, **before going off duty.**
- The report should adhere to the guidelines specified in **Step 3** below.

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PROCEDURE

Step	Action
1	Report the event **immediately** to the Head of the Department/Manager on duty if after hours.
2	Obtain the client's *"Near Miss/Adverse Event Report"* document from the Head of Department/Manager on duty if after hours. **Note:** If no "*Near Miss/Adverse Event Report"* available at the client, complete the MHR *'Near Miss/Adverse Event Report'* available at the MHR office or on the MHR website.
3	**Complete the report(s) adhering to the guidelines below:** • Complete the report in permanent black ink. • Handwriting must be legible. • Use clear and concise language (without abbreviations). • State only **known facts** in **chronological order**.

	• Write only what you **saw, heard or did**. Do not make assumptions. • Keep the report short and to the point. • Specify the correct patient details, date and time (if applicable). • Prepare your report independently. • Write down the names of witnesses (if applicable). • Ensure that the information stated in the report correlates with the information recorded in the patient's file (if applicable). • Ensure that your signature is legible with the correct designation.
4	Give the completed report to the Head of Department at the client.
5	Manager at the client to check the report for completeness and forward a copy to the MHR Branch Manager/nominated Senior MHR Representative.
6	MHR Branch Manager/nominated Senior MHR Representative to contact the panel member upon receipt of the report to discuss further steps.
7	MHR Branch Manager/nominated Senior MHR Representative to capture the event on MHRM and disable panel member on MHRM, depending on the severity of the event.
8	MHR Branch Manager/Nominated Senior representative to investigate the event, capture notes/discussions with the panel member and witnesses on the *"Event Management Report"* and complete the *"Event Investigation and Action Report"*.
9	Manager of the Department (non-nursing)/Nursing Manager to investigate the event as per the client policy and send the completed client *"Event Investigation Report"* to MHR.
10	MHR Representative to complete the MHR *"Event - Client Feedback Report"* and send it to the applicable Senior Representative at the client. **NB:** Do not list the actions taken as this is confidential information according to the MHR Data Privacy Policy. Explicitly state: *"Actions were taken according to the MHR Code of Conduct"*.
11	MHR Branch Manager/nominated Senior MHR representative to Enable or Terminate the panel member on MHRM, according to the outcome of the actions taken.

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ASSOCIATED DOCUMENTS

Document/Policy	Location/Number
MHR Near Miss/Adverse Event Report	Client/MHR office/MHR Website/Intranet
Client Near Miss/Adverse Event Report	Client
Client Event Investigation Report	Client
MHR Event - Client Feedback Report	MHR Secure Docs
MHR Event Investigation and Action Report	MHR Secure Docs
MHR Event Management Report	MHR Secure Docs
MHR Code of Conduct	MHR Secure Docs
MHR Data Privacy Policy	MHR Secure Docs