

## When a serious incident occurs...

1. Provide necessary medical care and immediately notify Administrator and DON. Administrator or designee notifies physician and responsible party.
2. Initiate an incident report with objective information only.
3. Document the medical record with objective information. Do not refer to the incident report in the medical record.
4. Make no admission of liability or promises to reimburse.
5. Summarize witness statements as part of the investigative process.
6. Notify your applicable State Agency, if required.
7. Log on to the RMS website and complete the indicator fields.

## Within 24 Hours

**Report the Adverse Event through Quick Response:**  
**[www.rmsol.com](http://www.rmsol.com)**

If you do not have internet access, you may call RMS.

Phone: (877) 699-3988

**Business Hours:**

Mon-Fri, 8:00 AM to 5:00 PM

## If contacted by a family member, attorney or the media:

1. Refer person to the Administrator or DON.
2. Actively listen by asking who, what, where, when, and how. Allow family members to voice complaints without interruption and repeat your understanding of their concerns without admission of fault or opinions.

## Notification Criteria

- Any resident event that results in a negative outcome
- Elopement resulting in harm/death
- Appliance/equipment related injury/death
- Medication/treatment error/omission
- Burns, fractures, significant lacerations, fecal impactions or other unusual events that result in hospital visit, including ER
- Unexpected, unusual death
- Allegation of death or alteration of body such as lost limb related to infection, development of pressure ulcer, weight loss, dehydration or other clinical condition that started or worsened while in facility
- Substantiated abuse/neglect
- Suspected sexual encounters
- Resident-to-resident altercation with injury
- Resident-to-staff and/or staff-to-resident altercation with injury
- Attempted or successful suicide
- Family complaint that is not resolved or results in complaint survey
- Any request for medical records or threat of law suit
- Negative media event