

DEFINITIONS OF INCIDENTS

Definitions

I. DEFINITION OF INCIDENT

1. An occurrence that is potentially or actually physically and/or psychologically harmful to an individual served at the hospital and/or is inconsistent with the individual's expected behavior, conditions, treatment, or plan of care.

II. INCIDENTS REPORTABLE TO DBHDD OFFICE OF INCIDENT MANAGEMENT AND INVESTIGATIONS

1. An incident creates a significant health hazard, puts an individual's health and safety in immediate jeopardy, or creates significant problems to hospital or psychiatric program operations.
2. An incident may be a matter of public concern, of interest to the news media, to the Legislature or for pending legislation, or of sufficient concern to warrant the attention of DBHDD Office of Incident Management and Investigations.
3. The following types of incidents (at a minimum) shall be investigated by Incident Management and Investigations Section, DBHDD:
 - a. Contraband (A15) when contraband involves staff or weapons
 - b. Elopement (A18)
 - c. Alleged Abuse (A8, A9, A10, A12)
 - d. Alleged Neglect (A11)
 - e. Alleged Exploitation (A21, A22)
 - f. Death-unexpected (A17)
 - g. Suicide (A34)
 - h. Suicide Attempts (A35)
 - i. Homicide/homicide attempt (A27)
 - j. Injuries of Unknown Origin (A28), with a severity level of C3 or C4
 - k. All Injuries requiring first aid or higher related to Seclusion and Restraint, (A14) and
 - l. Anything else determined by the RHA as needing to be reported to DBHDD.

III. DEFINITIONS FOR TERMS USED

A. Incident Types :

- A1 Accidental Injury:** Injuries to individuals not resulting from aggressive acts to self or others. Examples include environmental hazards, work area injuries, medical devices, recreational or sports activities, or "horseplay."
- A2 Aggressive Act to Self:** Self-inflicted injuries without suicidal intent. For example burns, head banging, ingestion of foreign bodies, or potentially toxic substances.
- A3 Aggressive Act to another Individual - Physical:** Hitting, pushing, kicking or similar acts directed against another individual to cause potential or actual injury.
- A4 Aggressive Act to Staff - Physical:** Hitting, pushing, kicking, or similar acts directed against a staff person that could cause potential or actual injury.
- A5 Aggressive Act to a Visitor/Family Member - Physical:** Hitting, pushing, kicking,

or similar acts directed against a visitor/family member person that could cause potential or actual injury

- A6 Aggressive Act to a Visitor/Family Member - Verbal:** Any language by an individual that may be threatening, demeaning, discriminatory, pejorative, derogatory, or aggressive directed at a visitor/family member
- A7 Alleged Criminal Act:** Actions otherwise not defined in this policy that may result in criminal proceedings.
- A8 Alleged Individual Abuse - Physical:** Any interaction or physical contact, motion, or action that is directed toward an individual by someone other than another individual (peer), which may cause harm or pain. Examples include shoving, hitting, slapping, pinching, shaking, kicking, punching, misuse of seclusion or restraint, unreasonable confinement, misuse of medication or excessive force during the provision of care.
- A9 Alleged Individual Abuse - Psychological:** Any act by someone other than another individual (peer) that causes or could reasonably be expected to cause emotional distress to an individual. Examples include but are not limited to use of intimidation to achieve compliance, retaliation, purposely not intervening in a behavior that is demeaning to the individual, deliberately inflicting mental pain, anxiety, confusion, humiliation, harassment, or coercion.
- A10 Alleged Individual Abuse - Verbal:** Any language by someone other than another individual (peer) that may be threatening, demeaning, discriminatory, pejorative, derogatory, or aggressive.
- A11 Alleged Neglect:** Failure by an employee to provide care or service, for example personal hygiene, food, shelter or clothing, medical care for physical or mental health needs, protection from health and safety hazards, or prevention of malnutrition or dehydration.
- A12 Alleged Sexual Abuse:** An employee engages in sexual contact with an individual. An employee encourages or allows sexual contact between individuals, one of whom is not consenting.
- A13 Alleged/Suspected Violation of Individual/Patients' Rights:** A denial of those rights specified in the Official Code of Georgia Annotated (O.C.G.A.), Chapters 37-3, 37-4, and 37-7 and the Rules and Regulations for Patient's Rights, Chapter 290-4-6 without good cause. Examples include a denial of individual's rights without the benefit of due process, when the time frames for "good cause" denials of rights are not met, breaching an individual's confidentiality, purposely allowing an individual's privacy to be invaded or breached, denial of access to the Patients' Rights Advocate, and denial of legal representation.
- A14 All injuries requiring first aid or higher related to seclusion or restraint:** Seclusion or restraint includes physical holding, as well as mechanical restraint, and time-out. This would not include postural supports or restraints for medical or surgical procedures.
- A15 Contraband:** Any item or article of property that poses a threat to the security and safety of the hospital, individuals, employees, visitors or public, or other items prohibited by hospital policy or state law.
- A16 Death-expected:** Cause of death is attributed to a terminal diagnosis or diagnosed disease process where the reasonable expectation of outcome is death.

It includes the death of an individual on the census of the state hospital, and those occurring within two weeks following an individual's discharge from a state hospital.

- A17 Death-unexpected:** Termination of life not due to suicide. Cause of death is not attributed to a terminal diagnosis or diagnosed disease process where the reasonable expectation of outcome is death. It includes the death of an individual on the census of the state hospital, and those occurring within two weeks following an individual's discharge from a state hospital.
- A18 Elopement:** Outside hospital grounds without permission.
- A19 Escape:** For individuals residing in a secure treatment area, escape occurs when the chain of custody is broken and the individual is outside the secure treatment area.
- A20 Escape Attempt:** For individuals residing in a secure treatment area, an attempt occurs when there is reason to believe an individual is planning to escape or has tried to escape but was unsuccessful.
- A21 Exploitation Individual/Individual:** Selfish or unethical advantage or gain of an individual by another individual (peer) to gain money, property, or services. Examples include strong-arming or sexual activity for money.
- A22 Exploitation Staff/Individual:** Selfish or unethical advantage or gain of an individual by staff.
- A23 Failure to Follow Policy/Procedure:** Failure of staff to follow hospital policy that results in a potential or actual security breach.
- A24 Failure to Return from Community:** Failure of a non-forensic individual to return to the hospital from an authorized visit to the community. This should not be confused with Elopement (which includes an unauthorized departure from the hospital).
- A25 Fall:** An uncontrolled, unintentional, downward displacement of the body to the ground or other object, excluding falls resulting from violent blows, other purposeful actions, stroke, fainting or seizures.
- A26 Fire Setting:** Incidents involving an individual starting a fire.
- A27 Homicide/homicide attempt:** Injury inflicted on an individual either having potential to, or resulting in death.
- A28 Injury of Unknown Origin:** Any injury that cannot be reasonably explained by either individual or staff. Any injury in which statements of victim or witness are contrary to the evidence or the explanation is inconsistent with the injury.
- A29 Other:** Any serious or unusual occurrence which threatens or is a danger to individuals and staff, and are not included in the other categories. Examples include major fires, floods, bomb threats, and self-harm ideation.
- A30 Property Damage:** Destruction or defacement of property that does not belong to the individual
- A31 Pregnancy:** Pregnancy confirmed and conception is alleged to have occurred during hospitalization.
- A32 Sexual Assault:** Sexual contact involving individuals using force or violence, or the threat of force or violence, including touching, rape or sodomy.
- A33 Sexual Contact Between Individuals:** Unwanted sexual contact which does not involve force or violence. Examples include groping, grabbing, or touching intimate

areas.

A34 Suicide: A self-inflicted death.

A35 Suicide Attempt: Self-inflicted injuries or ingestion of foreign bodies or potentially toxic substances with suicidal intent or with a potential lethal outcome.

A36 Suicide Threat: Any verbal indications that signal an individual at the hospital is going to make a suicide attempt.

B. Alleged Involvement:

B1 Aggressor: One who completes acts of hostility or assault; one who starts a hostile action or exhibits hostile behavior. An aggressive act must have occurred for there to be an aggressor, (e.g., sexual assault, alleged criminal act).

B2 Involved: On individual served, staff member, or hospital or psychiatric program visitor who is a participant in the incident.

B3 Victim: Recipient of an aggressive act or one who is taken advantage of, tricked, or swindled.

B4 Witness: One who can give an account of something seen, heard, or experienced; and/or one who furnishes evidence or information.

C. Injury/Condition Severity:

C1 No Treatment Required: The injury required examination or evaluation, but no first aid or medical treatment.

C2 First Aid Required: The injury received is of minor severity and requires the administration of minor first aid. This is meant to include treatments such as the application of small adhesive bandages (Band-Aids), cleaning of abrasion, application of ice packs for minor bruises, and use of over-the-counter medications such as antibiotic creams, aspirin and acetaminophen.

C3 Medical Treatment Required: The injury received is severe enough to require the **treatment** of the individual by a licensed medical doctor (medical treatment **beyond** first aid and other than diagnostic of assessment; i.e., sutures, broken bones, prescriptions beyond over-the-counter medication,) osteopath, podiatrist, dentist, physician's assistant, or nurse practitioner, but the treatment required is not serious enough to warrant or require hospitalization; further, the treatment received may be provided within the facility or provided outside the facility where it may range from treatment at a doctor's private office through treatment at the emergency room of a general acute care hospital.

C4 Hospitalization Required: The injury received is so severe that it requires medical intervention and treatment as well as care of the injured individual at a general acute care medical ward within the facility or at a general acute care hospital outside the facility; regardless of the length of stay, this severity level requires that the injured individual be formally admitted as an individual to the hospital and assigned to a bed on a unit outside of the emergency room.

C5 Death: The injury received was so severe that it resulted in—or complications from the injury lead to—the termination of the life of the injured individual.

C6 Refused Treatment: The individual refused assessment and/or treatment for an identified or suspected injury.