Support Patients & Families

- ✓ Attend to physical and psychological care needs, adjust care plan
- ✓ Ensure safety for other patients/visitors
- ✓ Facilitate transfer of care if needed
- ✓ Acknowledge event and apologize

Support Employees and Medical Staff

- ✓ Arrange first aid
- ✓ Support for employees: LifeWorks 1-844-880-9142
- ✓ Support for Medical Staff: Doctors of BC Physician Health Program 1-800-663-6729 or CMPA Wellness Connection 1-800-267-6522
- ✓ Consider arranging interdisciplinary team debrief

Environmental Safety

- ✓ Ensure environment is safe for others
- ✓ If deceased, leave medical devices in place
- ✓ If medical device involved, contact Biomed

Disclosure

- ✓ Did harm occur? Is there risk of harm? Does care or monitoring need to change?
- ✓ If yes to any of the above, disclosure must occur
- ✓ Contact IH Patient Safety for disclosure support

Document

- ✓ Document clinical facts, revisions to care plan, and disclosure conversations in health record
- ✓ Report event in the Patient Safety Learning Portal (PSLS) (access through IH Anywhere)

Notify Others

- ✓ Notify Dept Head, Chief of Staff, or the manager you report to (for salaried medical staff) for serious events

Responding to Adverse Events

IH Patient Safety