

POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION	POLICY NUMBER A-10.2	PAGE NUMBER 1 of 7 with attachments
	RELATED NCCHC/ACA STANDARDS: P-A-10; MH-A-10; J-A-10; J-A-06	
CHAPTER: 11 BUREAU OF CORRECTIONAL HEALTHCARE SERVICES	SUBJECT: ADVERSE CLINICAL OR NEAR-MISS EVENT REVIEW	
EFFECTIVE DATE: 7/21/14	REVISED:	
APPROVED FOR PUBLIC RELEASE		

- I. AUTHORITY: Bureau of Correctional Healthcare Services (BCHS)
- II. PURPOSE: To systematically review serious medical, mental health, substance abuse or dental events in order to identify opportunities for improving the quality of care provided. To implement a patient safety system to prevent adverse and near-miss clinical events.
- III. APPLICABILITY: All Delaware Department of Correction (DDOC) employees and vendor staff, offenders, and any outside healthcare provider servicing DOC offenders.
- IV. DEFINITIONS: See Glossary
- V. SUMMARY OF CHANGES: This policy is new and must be reviewed in its entirety. It also incorporates BCHS 11-B-02, Patient Safety which is hereby rescinded.
- VI. POLICY:
- A. It is the policy of the DDOC that all serious medical, mental health, substance abuse or dental events not covered under BCHS policy 11-A-10.1, Mortality and Morbidity Review Committee – Administrative and Clinical, be reviewed in order to identify opportunities for improving the quality of care provided.
 - B. Each Level 4 and Level 5 facility will develop a site-specific procedure for implementing this policy and coordinating the procedure with BCHS.
- VII. PROCEDURES:
- A. Whenever a significant serious medical, mental health, substance abuse or dental event, such as a delay in diagnosis, a therapeutic misadventure, an unresolvable grievance, etc. an administrative review to assess the opportunities to avoid a repeat of the situation will be conducted.

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1. The goal of these reviews is to identify a gap in or misunderstanding of policies, resource allocation or education of the medical, mental health, substance abuse or dental personnel and to develop corrective action plans to avoid similar problems in the future.

- B. The Adverse Clinical or Near-Miss event may be identified by anyone in DDOC or vendor staff and may initiate the process by bringing the problem to their contract employer or the Bureau with a request to review the event by giving details as they are familiar with.
 1. If the request is initiated by a contract employee, it is the wish of the DDOC that the vendor has the opportunity to resolve internal issues prior to these being addressed by the Bureau.

- C. For each Adverse Clinical or Near-Miss event that rises to the level of the Bureau, the individual initiating the process shall summarize the event, including what steps have been taken to address the issue, and submit to the Bureau within 7 days of the event. If there are differences of opinion whether the event should be reviewed the summary shall be forwarded to the DDOC Medical Director for adjudication.

- D. Each Adverse Clinical or Near-Miss event review will be conducted by the Bureau within 30 days of being notified of a potential problem. If there are unresolved questions, a follow-up meeting may be reconvened within 30 days. The BCHS Quality Administrator has the authority to schedule the 30 calendar day meetings as necessary.

- E. The Site Medical Director and/or Site Mental Health Director shall complete the State of Delaware, Department of Correction, Adverse Clinical Outcome Report (Attachment 1) outlining the pertinent facts of the case and send a copy to the BCHS Bureau Chief, DDOC Medical Director, BCHS Compliance Director, BCHS Quality Administrator and BCHS Site Liaison within 7 calendar days of the event.

- F. After each meeting, the site Health Services Administrator or site Mental Health Director shall summarize the discussion and outline any corrective action plans as agreed upon during the Adverse Clinical or Near-Miss Event meeting. This report is due to the BCHS within 7 calendar days following the review meeting.

- G. Adverse Clinical or Near-Miss Event Meeting Membership

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1. The Adverse Clinical or Near-Miss Event Meeting membership should include persons with specific knowledge of the event and subject matter experts such as security personnel and consulting providers, and is tailored to the specifics of the situation. In each case the membership will be agreed upon between the site medical leadership, DDOC Administration and the BCHS liaison in consultation with the BCHS Bureau Chief or Medical Director.

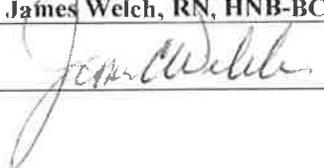
H. Confidentiality

1. The Adverse Clinical or Near-Miss Event Review process described in this policy is a peer review process pursuant to Title 24, Delaware Code § 1768. This process may also be covered by other state and federal laws, such as the quality assurance privilege. Accordingly, the records and proceedings of the committee are confidential and may be used by the committee and the members thereof only in the exercise of the proper functions of the committee. Confidentiality of information will be consistent with Title 16, Delaware Code §§ 1230, 1231 and 1232, and any other applicable state and federal laws

I. Follow-up of Recommendations

1. Corrective action plans and recommendations to the security leadership will be maintained by the Quality Assurance Director. The BCHS site liaison will be responsible to ensure that the plans have been acted upon through review of the MAC meeting minutes and provide appropriate documentation to the Quality Assurance Director.
2. The HSA shall, at a minimum, review the intent of this policy during every on-site orientation and includes in-service training for patient safety systems.
3. The outcomes and recommendations shall be shared with the site healthcare staff during monthly staff meetings.

Approval:

BCHS Bureau Chief, James Welch, RN, HNB-BC	Date	Robert Coupe Commissioner	Date
	9/3/14		9/3/14



**DELAWARE DEPARTMENT OF CORRECTION
BUREAU OF CORRECTIONAL HEALTHCARE SERVICES
ADVERSE CLINICAL OR NEAR-MISS EVENT REVIEW REPORT**

Offender Name: _____

SBI #: _____

Date of Incarceration: _____

DOB: _____

Date of Event: _____

Description of the event: _____

If necessary continue on a separate sheet of paper

This document is protected from disclosure pursuant to state and federal peer review and quality assurance privileges.

Department of Correction, Bureau of Correctional Healthcare, Clinical Review and Approval:

Approved Yes No

Signature/Date

Name
Vendor Site Medical Director

Signature/Date

Name
Vendor Site Mental Health Director

Signature/Date

Vincent F. Carr, DO
BCHS Medical Director

Signature/Date

James Welch, RN, HNB-BC
Chief, BCHS

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STATE OF DELAWARE DEPARTMENT OF CORRECTION	POLICY NUMBER A-10.2	PAGE NUMBER Review Addendum
SUBJECT: ADVERSE CLINICAL OR NEAR-MISS EVENT REVIEW		

I have reviewed this policy and it is current.

Vincent F. Carr

Acting BCHS Bureau Chief
Vincent F. Carr, DO, FACP

6/15/15

Date