

Department of Health and Human Services  
Public Health Service  
Bemidji Area Indian Health Service  
Bemidji, Minnesota 56601  
Refer to: OEHE/EHSS

BEMIDJI AREA INDIAN HEALTH SERVICE CIRCULAR No. 2003-08

INCIDENT REPORT POLICY ISSUANCE

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1. PURPOSE.

To establish a Bemidji Area Indian Health Service (BAIHS) policy on incident reporting. The policy will provide direction to Bemidji Area, District, field office, Service Unit, and Tribal-detailed IHS staff, patients, and visitors regarding reporting of injury or illness as well as significant non-injury related incidents.

2. BACKGROUND

The Bemidji Area Indian Health Service has no formal policy regarding incident reporting for federal employees or visitors at the Area, District, or field offices, Service Units or Tribal Health Facilities.

IHS Manual Chapter 9 "Occupational Safety and Health Program" describes generic components of an incident reporting program; however, specific procedures and responsibilities for Area and Service Unit staff are not described, nor is the use of the web-based incident management system "WebCident" included. Use of WebCident will greatly enhance the efficiency, analysis, and reporting of incidents that occur at any facility. This circular will describe steps involved in using WebCident in incident reporting and management.

3. POLICY STATEMENT:

IHS operated facilities in the Bemidji Area shall participate in incident reporting consistent with IHS Manual Chapter 9.

#### 4. DEFINITIONS

**Incidents:** any event or chain of events, which results in property damage, injury or illness to any person(s) or interrupts, interferes or has the potential to interfere with the orderly progress of work or for which a tort claim may be possible (IHS Manual, Chapter 9). Work-related injuries, illness, threats and /or acts of violence, property theft (personal and government), GSA vehicle crashes, and identifying unsafe conditions must be reported.

**WebCident:** a web-based incident reporting system developed by IHS at: <http://webcident.hqs.ihs.gov> or accessed through Bemidji Area IHS homepage <http://home.bemidji.ihs.gov> . WebCident meets IHS and other federal reporting requirements. WebCident is used to document injuries or illnesses to all employees, patients, and visitors, hazardous conditions, and to document certain property and security incidents. WebCident will replace the use of the IHS-516 "Report of Incident" form and all other incident reporting forms currently in use. WebCident does not take the place of the required OWCP forms (e.g., CA-1, CA-2, CA-16) for qualifying events, which must be completed for workers' compensation claims and documentation. Additionally, medical misadventure issues (e.g., medication errors) are not to be documented in WebCident but rather through the current risk management process.

#### 5. IHS FUNCTIONAL RESPONSIBILITY:

**IHS Employees and Visitors to IHS Facilities:** IHS employees are required to report all incidents as defined to ensure that prompt action can be taken to eliminate any unsafe condition, to improve safety and security, and for planning of employee training.

The Area Safety Manager (ASM), Service Unit Directors (SUDs) and District Safety Managers may choose one of the following methods to designate staff responsibility in entering incidents (i.e., supervisors). This delegation of responsibility should be documented in the safety manual for the facility.

- Incidents are entered into WebCident within 24 hours—excluding weekends, holidays, and intra-net problems--by any employee with access to the website. Under unusual circumstances such as when staff are on travel, they are required to document the incident within 24 hours of their return.
- At the discretion of the ASM, SUD or DSM, specific staff will be charged with entering incidents into WebCident (i.e., supervisors). And, if the employee cannot access WebCident, they must notify their supervisor of the incident; and the supervisor must then enter the incident within 48

hours of notification (excluding weekends, holidays, and intra-net problems).

- Upon completing incident entry, the employee (or their supervisor) will print a copy of the report which will be retained in the employee's personnel or medical file, whichever is appropriate.

#### **Supervisor's Responsibilities:**

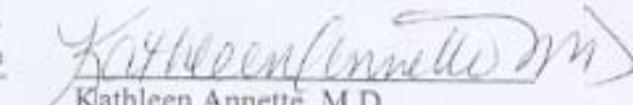
- Supervisors shall enter incidents involving visitors or patients in their departments into WebCident within 48 hours of notification by the visitor. They must also enter incidents into WebCident within 48 hours of notification by employees who are unable to enter the incident into this program.

The ASM, DSM, and Service Unit Safety Officer (SUSO) will review and analyze reports submitted through WebCident. If necessary, the ASM, DSM, or SUSO will gather more information and add it to the report before closing each case.

- Completed cases: the ASM, DSM, or SUSO will email PDF files or send a printout of each incident to the appropriate Employee Health Manager for inclusion in the employee health record. As appropriate, incident reports should also be included in employee medical files.
- The ASM, DSM, and SUSOs will generate WebCident reports quarterly to present at safety committee meetings or in conjunction with other regularly scheduled staff meetings.
  - WebCident reports will be discussed and the ASM, DSM, and SUSOs will provide details on what actions have been taken to correct the identified problem.
- The ASM, DSM, and SUSOs will keep copies of incidents either in paper form or as PDF files on a data storage device. As with medical records, incident reports are subject to Privacy Act requirements and must be maintained in a secure location.
- Using WebCident, the ASM, DSM, and SUSOs will generate OSHA Form 300A (Summary of Work-Related Injuries and Illnesses) and post it as required on February 1 of the year following the year covered by the form. The OSHA Form 300 may also be printed but is not posted.
- The SUSOs and DSM, with assistance from the Area Safety Manager as needed, will provide training in incident reporting and use of WebCident to meet staff needs as determined by the SUD or local safety committee.

**Area Safety Manager (ASM):** The ASM provides technical assistance and training to DSMs, SUSOs, and other staff as needed to implement the incident reporting system. The ASM will also designate appropriate DSMs to assist with incidents occurring at IHS district and field offices.

6. EFFECTIVE DATE: This Policy is effective upon date of signature by the Area Director, BAIHS.

Date: 6/23/03   
Kathleen Annette, M.D.  
Area Director

# Incident Reporting Using WebCident

## Employee, Patient or Visitor

- Injured or observes an unsafe act, condition or event at work or in an IHS facility

## WebCident

- Employee enters incident into WebCident within 24 hours
- Employee informs supervisor of incident within 24 hours
- If employee can't enter incident, supervisor does so within 48 hours of notification
- Department supervisors will enter incidents involving patients in or visitors to their departments within 24 hours of the incident
- Reportee prints and retains a copy of incident report

## SU Safety Officer or Area/District Safety Manager

- Uses WebCident to review & comment on cases, & make recommendations for improvements
- Follow up on corrective action
- Generates reports for safety committee quarterly
- Generates & posts OSHA 300 log
- Sends PDF files or printouts of incidents to Admin Officer; to Employee Health; and to Lab Director if BBP exposure
- Keep paper or CD files of incident reports for 5 years

## SU Lab Director

- Handles initial and follow-up blood sampling

## Safety Committee

- Reviews case activity and makes additional recommendations to Area Safety Manager, SUD or District Safety Manager if needed
- Refer cases to SUD and AO for follow-up on corrective action if needed

## Employee Health

- Places printout of PDF file in employee health record (record kept for 30 years)