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INCIDENT REPORTING

POLICY #

HHS Internal POLICY and PROCEDURE

<i>Policy #</i>	INCIDENT REPORTING	
	<i>Categories</i> Administration / Non-Clinical/Clinical	<i>This Policy Applies To:</i> All Fort Bend County Health & Human Services
		<i>Document Owner</i> Carrie Rai

Authority: Director of Health and Human Services,
Director of Risk Management

Reference: Fort Bend County Employee Information Manual
Fort Bend County Risk Management Incident Reporting Form and User Guide

I. **PURPOSE**

The purpose of this policy is to ensure that Fort Bend County Health & Human Services (FBCHHS) has **policies and procedures** in place for the review, approval, and oversight of the reporting of incidents.

This policy is to ensure that all services are conducted in accordance with applicable sections of state and federal laws, as well as to overlay additional agency policy and procedures so that appropriate agency management review is part of the process.

II. **SCOPE**

This policy applies to all FBCHHS organizational units, employees, contractors that are not employees of other companies, interns and volunteers.

III. **DEFINITIONS**

Incident: unplanned, unwanted events (i.e., accidents) that cause harm to people or damage to property or the surrounding environment. Incidents also include near misses in which not injury or damage occurred but might have if conditions had been different.

Root cause analysis: the process of identifying the underlying causes of an incident so that the most effective solutions can be identified and implemented.

Employee's Emergency Contact: Name of the individual and contact information that was

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provided by the Employee to the FBC Human Resources Department to use as contact in case of the emergency.

IV. **POLICY**

It is the policy of FBCHHS that all preventable vehicle accidents require defensive driving in accordance with HHS Policy: [Fleet Vehicle Reservation](#).

All incidents are immediately reported to the supervisor and the Risk Management Department. FBCHHS organizational units, employees, contractors, interns and volunteers must comply with Fort Bend County [Policy 610 - Safety](#), [Policy 710 - Workers Compensation](#) and all other policies of the Employee Information Manual.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

V. **PROCEDURES**

Preventable Accidents

1. Defensive Driving is required, registration is via Lawson employee portal on e-connect.
 - a. If an in-person course cannot be completed right away then the individual would have to take both the simulator (which is usually available quickly) **AND** the in-person class.

Incidents

1. If necessary, seek immediate medical attention.
2. Employee shall receive drug test and evaluation at Employee Health or other medical facility.
3. All incidents shall be immediately reported to the employee's supervisor.
 - a. Supervisor reports to Director or Division Manager.
 - b. Director/Division Manager reports to Executive Staff.
 - c. Director/Division Managers reports to Risk Management.
4. If necessary, the Director, Division Manager, or Supervisor will contact the employee's emergency contact. If unable, contact Risk Management at (281)238-3529 to and request that they contact the employee's emergency contact.
5. The supervisor and the employee involved in the incident will complete the Incident Report together.
 - a. The Incident Report shall be submitted to Risk Management within 24 hours, but no more than 48 hours after the incident.
 - b. The Incident Report can be found by going to <http://econnect/>, under Documents & Forms, under Risk Management Forms, click on Safety Forms.
 - i. The User Guide to the Incident Report can be found on econnect or here [https://rmirreporting.fortbendcountytexas.gov/\(S\(zose1kjduaqfliujd253zh01\)\)/User%20Guide.pdf](https://rmirreporting.fortbendcountytexas.gov/(S(zose1kjduaqfliujd253zh01))/User%20Guide.pdf)
 - c. If the employee is unable to join the supervisor in completing the Incident Report, the supervisor shall gather as much information as possible.
 - i. Include who, what, where, and when so that the Incident Report can be completed as thoroughly as possible.
 - ii. Complete each box and section of the Incident Report. They all have a purpose.

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iii. If the date that the employee is returning to work is known, it must be included in the report.

6. If possible, conduct a root cause analysis to identify the underlying concern and ways to ensure that a similar incident does not occur in the future. An easy way to drill down on a particular problem is to ask 5 Whys. Ask “Why” repeatedly until the core issue is identified.

VI. PERSONS AFFECTED

This policy affects all FBCHHS employees.

VII. RESPONSIBILITIES

All employees: Responsible for following safe work practices. Reporting any conditions that they consider unsafe to their supervisor, Risk Management, or Human Resources. Promptly report any incidents to their supervisor and Risk Management.

Supervisors/Management: Assist in obtaining medical treatment for any injured employee and securing the accident scene as appropriate. Completing timely Incident Reports.

VIII. EXCEPTIONS

No exceptions to this policy may be made without the prior written approval of the Division Manager.

IX. ASSOCIATED LAWS & REGULATIONS

X. REVIEW PROCESS

This policy will be reviewed by the Executive Team annually.

XI. ISSUANCE AND REVISION HISTORY

<u>Date</u>	<u>Action</u>	<u>Section</u>
<u>09/14/2023</u>	<u>Added contacting employees Emergency Contact if needed.</u>	<u>IV.</u>
<u>9/12/2023</u>	<u>Added the following language:</u> <ul style="list-style-type: none">It is the policy of FBCHHS that all preventable vehicle accidents require defensive driving in accordance with HHS Policy: Fleet Vehicle Reservation. Preventable Accidents <ul style="list-style-type: none">Defensive Driving is required, registration is via Lawson employee portal on e-connect.If an in-person course cannot be completed right away then the individual would have to take	<u>IV.</u> <u>V.</u>

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	both the simulator (which is usually available quickly) AND the in-person class.	
<u>6/12/2023</u>	<u>Added the following language:</u> <ul style="list-style-type: none"> • Employee shall receive drug test and evaluation at Employee Health or other medical facility. • Supervisor reports to Director or Division Manager. • Director/Division Manager reports to Executive Staff. • Director/Division Managers reports to Risk Management. <u>Added workflow as an appendix</u>	<u>V.2.</u> <u>V.3.</u>
<u>7/28/2022</u>	<u>Added HHS Internal</u>	<u>Title</u>
<u>1/31/2022</u>	NEW POLICY	

Approved:



Director & LHA, Health & Human Services

Date: 11/29/2023

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Appendix: Medical Attention Incident Workflow

