

POLICY

The Department of Alcohol and Drug Services (DADS) Adult Managed Care System has an obligation to monitor and document all adverse incidents and accidents that occur within the System. The intent is to advise the DADS Deputy Director, as a matter of contract and contract monitoring, of accidents/incidents that happen to clients and/or staff who are part of a contract-operated alcohol and drug treatment program.

PROCEDURE

Contract Providers

Complete a Contract Agency Accident/Incident Report for any event that causes injury to a client or staff member and for any event that may cause alarm or inquiry. The Contract Agency Accident/Incident Report is confidential client information, but is not privileged information. A copy or the original may be kept by a contract agency for records. *Note: If unsure whether a report should be completed, make one out.*

Definition of "Accident/Incident": an unanticipated and unusual occurrence, on or off contract agency premises, that involves the contract agency site(s), client(s), visitor(s), or staff, and includes but is not limited to:

1. theft or attempted theft of monitored and/or prescribed substances (including medications).
2. theft of equipment from the program (please itemize stolen property).
3. serious physical injury occurring to staff or clients on the facility premises.
4. deaths by homicide, suicide, or drug overdose.
(Residential Programs must also report this to the State with the *Unusual Incident/Injury/Death Report Form*).
5. attempted homicide, suicide, or drug overdose.
6. sexual contact between contract agency staff and clients.
7. injuries inflicted by client(s)/significant others upon other individuals.
8. any other serious incident/medical emergency which occurs on premises.
9. any other incident outside the realm of normal events that may have an adverse effect on the client, or the integrity and operation of the program.
10. any incident which may lead to a claim or litigation.

**Provider
the Clinical
Director**

1. Contact the DADS Quality Improvement Manager immediately on the day incident takes place or as soon as you become aware of the event.
2. Interview staff member(s) involved and assess the situation, ensuring that any required remedial action is taken.
3. Complete the Contract Agency Accident/Incident Report Form and send to the DADS Quality Improvement Manager *only*:
 - (a) within twenty four hours of notifying the Quality Improvement Manager of a suicide or homicide.
 - (b) within five days for all other incidents, unless the Quality Improvement Manager requests a written report to be submitted earlier.

**DADS
Quality
Improvement
Manager**

1. Notify the DADS Director in a timely manner, at your discretion, depending on the urgency of the incident.
2. The DADS Director may notify Santa Clara Valley Health and Hospital System Administration at his discretion.
3. Send the Contract Agency Accident/Incident Report at your discretion to:
 - (a) County Counsel/Risk Management
 - (b) Contracts Manager
4. Consider any remedial action to be taken to prevent any further harm or recurrence of the situation.