

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 County Counsel of incidents that happen to clients and/or staff in any County-operated alcohol and drug treatment program, which result in injury or risk of injury or which may lead to a claim or litigation.

PROCEDURE

All Providers

Complete a County 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 injury.

Definition of "Accident/Incident": an unanticipated and unusual occurrence, on or off County premises, that involves the County 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 (Addiction Medicine and Therapy {AMT} Programs must also report this to the State, see AMT internal Policy and Procedure Manual).
5. attempted homicide, suicide, or drug overdose.
6. sexual contact between County agency staff and clients.
7. injuries inflicted by client(s)/significant others upon other individuals.
8. any other serious incident/medical emergency occurring on facility 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.

County Staff

Immediately contact your Program Manager on the same day the accident/incident takes place or the first day you learn of the event.

**Program
Manager**

1. Contact the Quality Improvement Manager on the same day the incident takes place or the first day you learn of the event.
2. In serious cases, including cases of serious injury or death, contact County Counsel or the investigator designated by the County Counsel's Office.
3. Interview staff member(s) involved and assess the situation ensuring that any required remedial action is taken.
4. Monitor documentation/charting to ensure that the staff person who received notification of the incident documents the incident properly in the chart.
5. Complete a County Agency Accident/Incident Report and send it to the Department Director of Adult Services **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.
6. Refer any request(s) for information regarding the case from any source (news media, police, attorneys, family members, other agencies, etc.) to the Quality Improvement Manager.

Note: The Accident/Incident Report is confidential information. No carbon, photo, or machine copies are permitted. Notes of witness(es), interviews, staff member interviews, or other notations may not be retained.

**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 Director may notify Santa Clara Valley Health and Hospital System Administration, at his discretion.
3. Send the Accident/Incident Report to County Counsel (County Counsel may assign a County risk management claims adjuster or investigator to perform further investigation).
4. Consider any remedial action to be taken to prevent any further harm or recurrence of the situation.