


Fall Event




Specific Event Type

- From bed
- From chair
- From crib
- From exam stool
- From exam/operating table
- From gerichair
- From play equipment
- From stretcher
- From toilet/commode
- From wheelchair
- From/on stairs
- In shower/tub
- Transfer/lift
- Unknown – found on floor/unwitnessed
- While being held by caregiver
- While running
- While running/playing
- While standing
- While walking/ambulating

Fall Event

Medication Event




Specific Event Type

- Allergic reaction to a known allergy
- Cold chain break
- Damaged/unusable medication
- Discontinued medication
- Drug drug interaction
- Drug food interaction
- Expired/outdated medication
- Expired/outdated vaccine
- Extra dose/duplication
- Failure to follow order
- Inappropriate disposal of medication
- Inappropriate order
- Incompatible medications
- Incorrect narcotic count
- Injection of epinephrine intended for topical use
- IV administration of concentrated potassium
- Medication found
- Medication missing
- Medication spilled
- Medication unavailable
- Narcotic count
- Neuromuscular blockade without sedation, airway control and ventilation capability

Medication Event

Medication Event




Specific Event Type Con't

- Omission
- Order not picked up
- Overdoes of hydromorphone by administration of higher concentration solution than intended
- Refusal of medication
- Unordered medication
- Unordered vaccine
- Wrong concentration
- Wrong dosage form
- Wrong dose/strength
- Wrong frequency
- Wrong label
- Wrong medication/fluid
- Wrong order
- Wrong patient/resident/client
- Wrong rate
- Wrong route
- Wrong route chemotherapy agent
- Wrong site
- Wrong solution
- Wrong time/schedule
- Wrong vaccine
- Wrong volume

Medication Event

Behavior Event




Specific Event Type

- Abuse verbal
- Abuse/assault sexual
- Aggressive behavior
- Assault physical
- Bullying
- Code white
- Concealed sharp/weapon/object
- Disorderly person
- Domestic quarrel
- Inappropriate behavior
- Ingestion of non-food item
- Left against advice/medical advice
- Left without being seen
- Protective behavior
- Recipient of responsive behavior
- Responsive behavior
- Self injury
- Suicide
- Suicide attempt
- Suicide attempt observation level 1
- Suicide observation level 1
- Threat of suicide
- Threat of violence

Behaviour Event

Affiliate Event



Specific Event Type

- Allergic reaction
- Assault physical
- Assault sexual
- Burn
- Caught in/on/or between
- Contact with object producing injury
- Cut/laceration (no bodily fluid exposure)
- Electric shock
- Exposure to blood/body fluid
- Exposure to bodily fluids – cut
- Exposure to bodily fluids – other sharps
- Exposure to hazardous products
- Exposure to improperly disposed sharps
- Exposure to infection/disease
- Fall
- Illness at work
- Injury of unknown origin
- Motorized vehicle accident
- Needlestick
- Other sharps
- Protective behavior
- Slip/trip
- Strain/sprain
- Verbal abuse/threat

Affiliate Event



Airway Management Event

Specific Event Type

- Accidental extubation
- Airway management equipment failure
- Obstructed airway/choking
- Self extubation

Airway Management Event



Blood/Lab Event

Lab Services Event

- *Adverse reaction to specimen collected*
- *Blood product*
- *Lab specimen test*
- *Point of care testing*

Specific Event Type

- Blood product discarded
- CBS non-compliant shipment
- Delayed critical results
- Delayed in transport
- Delayed normal result
- Destroyed specimen
- Deviation from standard operating procedure
- Documentation issue
- Equipment issue
- Foreign object
- ID/specimen mismatch
- Improper identification of specimen/requisition
- Improper specimen/container received
- Incorrectly performed test
- Inventory issue

Blood/Lab Event



Blood/Lab Event

Specific Event Type Con't

- Lab accident
- Lost results
- Lost specimen
- Misuse of STAT bags
- Order cancelled
- Order issue
- Patient response
- Pre transfusion checks not done
- Pre transfusion checks not done prior to release
- Product wasted
- Quality Control issue
- Reagent/supply issue
- Result validity issue
- Results posted to wrong patient/resident
- Specimen destroyed
- Specimen rejected
- Tissue trauma from test
- Transcription issue
- Uncommunicated critical values
- Uncommunicated result
- Unlabeled specimen
- Wrong blood product
- Wrong encounter selected
- Wrong test

Blood/Lab Event



Care Management Event

Specific Event Type

- *Admission Issues*
- **Event Type Details:**
- Admission assessment not completed
- Left against medical advice
- Left without being seen

Allergy Issues

- **Event Type Details:**
- Allergic reaction to known allergen
- Allergic reaction to unknown allergen
- Allergy band not present
- Food allergy/sensitivity issue
- Latex
- Scents
- Undocumented known allergy

Code Blue Issues

- **Event Type Details:**
- Code blue team responding to another code
- Code not called
- Crash cart issue
- Delay calling code
- Delay in code team responding
- Delay in nursing response
- Delay in physician response
- Delay in RT response
- Delayed response due to finding location

Care Management Event



Care Management Event


- **Event Type Details con't**
- EMS delayed response
- No response to code
- Procedure not followed

• *Delay/lack of response to patient condition*

- **Event Type Details:**
- Assessment not performed as per protocol
- Deterioration of patient condition not identified
- EMS issue
- Failure to obtain appropriate assistance
- Lack of response to call bell/light
- Nursing supervisor paged no response
- Order not followed
- Patient condition not communicated
- Physician paged no response
- Request for nursing no response
- Request for physician assessment denied
- RT not called/paged
- RT paged no response
- Slow/no response to call light

Care Management Event

Care Management Event




Care Management Event

Specific Event Type (con't)

- *Discharge Issue*
- **Event Type Details:**
- Inappropriate discharge
- Infant/child discharged to wrong person
- Lack of discharge orders
- Lack of discharge planning
- Lack of education
- Readmission within 24 hours
- Unexpected death within 24 hours
- *Failure to identify and treat hyperbilirubinemia*
- Failure to identify and treat hyperbilirubinemia
- *Failure to identify and treat hypoglycaemia*
- Failure to identify and treat hypoglycaemia
- *Nutrition and Food Service Issue*
- **Event Type Details:**
- Breast milk discarded
- Food quality issue (sour, moldy, soggy)
- Foreign object found in food
- Formula issues
- Incorrect diet order
- Patient's food needs not accommodated
- Patient's tray removed before eating

Care Management Event




Care Management Event

Specific Event Type Con't

- *Order Issue*
- **Event Type Details:**
- Failure to follow orders
- Inappropriate orders
- Incomplete orders
- No orders
- Order discontinued
- Order not signed
- Orders not entered in CIS
- Protocol not followed
- Timeliness of response to order
- Unaware/uncommunicated order
- *Patient Refusal*
- **Event Type Details:**
- Assessment
- Care
- Food
- Information
- Medication
- Participation in care plan
- Procedure
- Treatment

Care Management Event



Care Management Event

Specific Event Type Con't

- *Transfer Issues*
- **Event Type Details:**
- Delay of transfer between facilities
- Delay of transfer within facility
- Inappropriate transfer of patient (patient condition)
- Inappropriate transfer of dementia patient
- Inappropriate transfer of frail patient
- Lifeflight delay in response
- Lifeflight not available
- Lifeflight unable to respond
- Transfer between facilities without using EMS
- Transfer without nursing handover
- Transfer without physician handover
- Unplanned transfer to higher level of care

Compliments/Complaints Event




Compliments/Complaints Event (Public/Patient)

Specific Event Type

- Compliment
- Complaint
- *Nature of Compliment/Complaint*
- Access to information
- Access to service
- Accessibility
- Accident/Injury
- Accommodation
- Alleged breach of confidentiality
- Appropriateness of policy and procedure
- Attitude/Courtesy
- Care/treatment
- Client requesting reimbursement for damage/loss
- Client's rights and dignity not maintained
- Communication
- Complaint regarding assault
- Concern regarding medication
- Concern related to treatment received
- Coordination and continuity of care

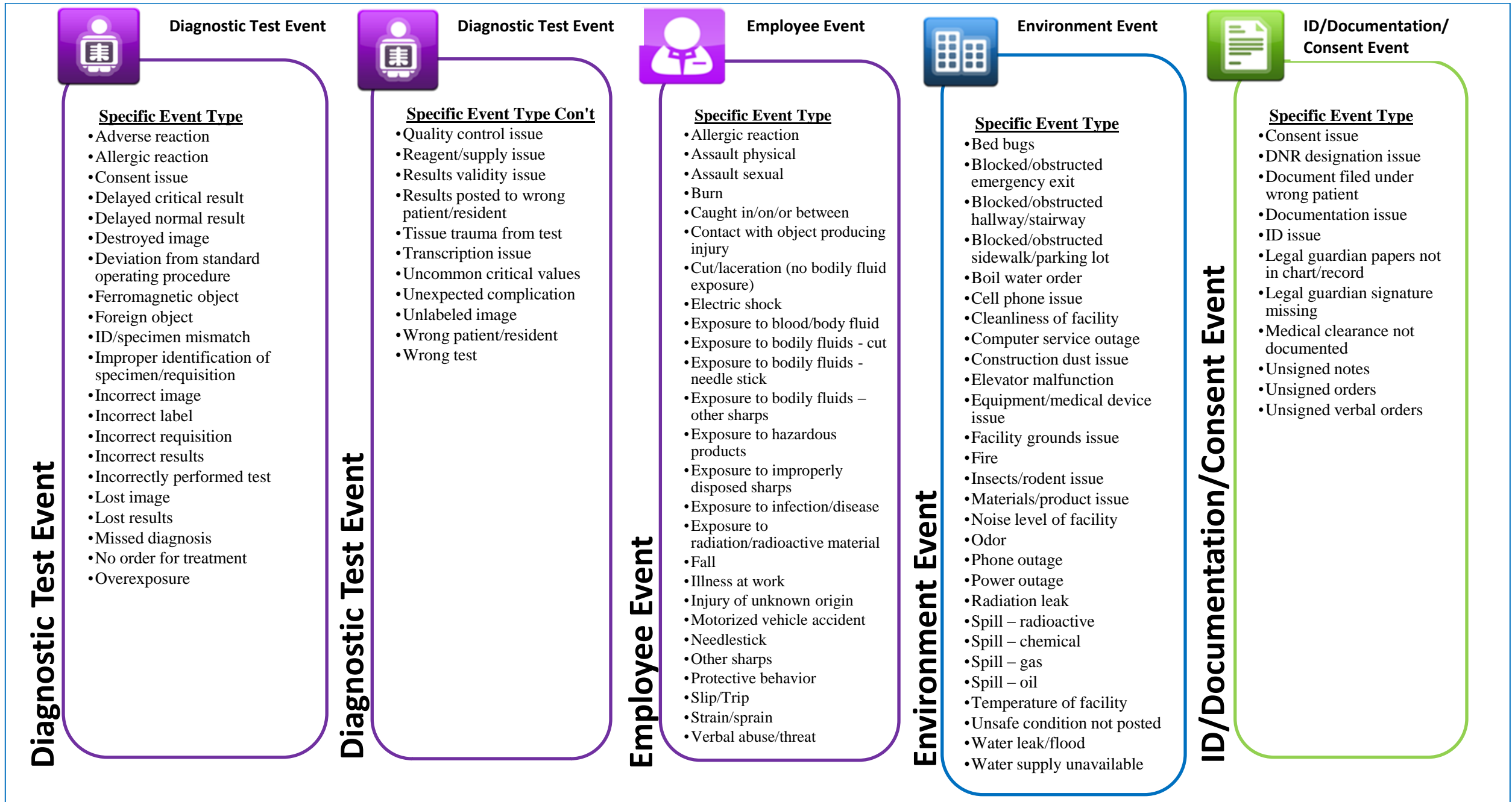
Compliments/Complaints Event



Compliments/Complaints Event (Public/Patient)

Specific Event Type con't

- Compliment
- Complaint
- *Nature of Compliment/Complaint*
- Cost of service
- Dietary
- Discharge
- Environment
- Financial
- Inefficiencies in service delivery
- Information
- Lack of information/education
- Lack of informed consent
- Loss
- Parking
- Patient rights and responsibilities
- Responsiveness
- Safety
- Service
- Service gap
- Staff competency
- Telehealth - 811
- Timeliness of service
- Wait Time




Diagnostic Test Event

 **Diagnostic Test Event**

Specific Event Type

- Adverse reaction
- Allergic reaction
- Consent issue
- Delayed critical result
- Delayed normal result
- Destroyed image
- Deviation from standard operating procedure
- Ferromagnetic object
- Foreign object
- ID/specimen mismatch
- Improper identification of specimen/requisition
- Incorrect image
- Incorrect label
- Incorrect requisition
- Incorrect results
- Incorrectly performed test
- Lost image
- Lost results
- Missed diagnosis
- No order for treatment
- Overexposure

Diagnostic Test Event

 **Diagnostic Test Event**

Specific Event Type Con't

- Quality control issue
- Reagent/supply issue
- Results validity issue
- Results posted to wrong patient/resident
- Tissue trauma from test
- Transcription issue
- Uncommon critical values
- Unexpected complication
- Unlabeled image
- Wrong patient/resident
- Wrong test

Employee Event

 **Employee Event**

Specific Event Type

- Allergic reaction
- Assault physical
- Assault sexual
- Burn
- Caught in/on/or between
- Contact with object producing injury
- Cut/laceration (no bodily fluid exposure)
- Electric shock
- Exposure to blood/body fluid
- Exposure to bodily fluids - cut
- Exposure to bodily fluids - needle stick
- Exposure to bodily fluids – other sharps
- Exposure to hazardous products
- Exposure to improperly disposed sharps
- Exposure to infection/disease
- Exposure to radiation/radioactive material
- Fall
- Illness at work
- Injury of unknown origin
- Motorized vehicle accident
- Needlestick
- Other sharps
- Protective behavior
- Slip/Trip
- Strain/sprain
- Verbal abuse/threat

Environment Event

 **Environment Event**

Specific Event Type

- Bed bugs
- Blocked/obstructed emergency exit
- Blocked/obstructed hallway/stairway
- Blocked/obstructed sidewalk/parking lot
- Boil water order
- Cell phone issue
- Cleanliness of facility
- Computer service outage
- Construction dust issue
- Elevator malfunction
- Equipment/medical device issue
- Facility grounds issue
- Fire
- Insects/rodent issue
- Materials/product issue
- Noise level of facility
- Odor
- Phone outage
- Power outage
- Radiation leak
- Spill – radioactive
- Spill – chemical
- Spill – gas
- Spill – oil
- Temperature of facility
- Unsafe condition not posted
- Water leak/flood
- Water supply unavailable

ID/Documentation/Consent Event

 **ID/Documentation/Consent Event**

Specific Event Type

- Consent issue
- DNR designation issue
- Document filed under wrong patient
- Documentation issue
- ID issue
- Legal guardian papers not in chart/record
- Legal guardian signature missing
- Medical clearance not documented
- Unsigned notes
- Unsigned orders
- Unsigned verbal orders



Infection Event

Specific Event Type

- Break in isolation
- Break in sterile technique
- Exposure to blood/body fluid
- Exposure to communicable disease
- Exposure to other hazardous material
- Failure to isolate
- Personal protective equipment issue
- Single-use item submitted for reprocessing
- Sterilization/disinfection issue
- Use of improperly sterilized equipment
- Use of improperly sterilized instrument

Infection Event



Line/Tube Event

Specific Event Type

- Accidental dislodgement
- Circulation impeded
- Clamp procedure not followed
- Disconnected
- Discontinued inappropriately
- Discontinued without order
- Infection
- Line not changed
- Line occlusion
- Line separation
- Localized reaction
- Manufacturer defect
- Removal
- Severed
- Suspected/diagnosed perforation
- Tube placement issue
- Use of improperly sterilized equipment
- Use of improperly sterilized instrument
- Wrong insertion location
- Wrong size insertion

Line/Tube Event



Maternal/Childbirth Event

Specific Event Type

- Active 2nd stage delay > 4 hrs
- Administration of wrong inhalation gas
- Administration of wrong insufflation gas
- Antenatal screen test misdiagnosis
- Apgar score < 6 at 5 minutes
- Birth trauma
- Birth trauma to baby during delivery
- Born before arrival
- Cord prolapse
- Delay/difficulty with resuscitation
- Eclamptic fits or collapse
- Failed instrument delivery
- Failure to identify and treat hyperbilirubinemia
- Fetal pH < 7.05 cord
- Fetal pH < 7.20 scalp
- Foreign object retained post procedure
- Inappropriate delivery in birthing pool
- Maternal death

Maternal/Childbirth Event



Maternal/Childbirth Event

Specific Event Type con't

- Maternal resuscitation
- Maternal transfer to ICU
- Medical complication
- Neonatal death
- Post-partum hemorrhage
- Readmission of baby
- Readmission of mother
- Return to birth suite/OR
- Seizure in first 24 hrs of birth
- Shoulder dystocia requiring maneuver
- Stillborn/fetal death in labour
- Surgical complications
- Third or Fourth degree tears
- Undiagnosed abnormality
- Undiagnosed breech
- Unexpected admission to NICU
- Unexpected childbirth
- Unplanned home birth
- Use of improperly sterilized equipment
- Use of improperly sterilized instrument

Maternal/Childbirth Event



Privacy Breach Event

Specific Event Type

- Loss of personal or sensitive information (electronic or paper)
- Loss or theft of equipment or device containing personal or sensitive information
- Patient/resident/client record lost
- Unauthorized access to personal or sensitive information
- Unauthorized collection of personal information
- Unauthorized disclosure of personal information
- Unauthorized disposal or distribution of personal or sensitive information

Privacy Breach Event

Radiation Oncology Event



Radiation Oncology Event

- **Problem Type**
- Allergic reaction
- Bleeding
- Does not fulfill PEICTC best practices
- Excess imaging dose
- Failure to perform on treatment imaging as per instructions
- Inadequate coordination of combined modality
- Inappropriate or poorly informed decision to treat or plan
- Radiation therapy scheduling/coordination error
- Systemic hardware/software (including dose-volume error)
- Treatment not delivered: Personnel/hardware/software error
- Treatment plan acceptable but not physically deliverable
- Treatment plan (isodose distribution) unacceptable
- Untimely access to medical care or radiotherapy
- Wrong anatomical site (excluding laterality)
- Wrong, missing mislabeled, or damaged treatment accessories
- Wrong patient
- Wrong patient position, setup points or shift
- Wrong planning margins
- Wrong prescription dose-fraction or calculation error
- Wrong side (laterally)
- Wrong target or OAR contours

Restraint/Supportive Device Event



Restraint/Supportive Device Event

- **Specific Event Type**
- Chemical restraint
- Manual restraint
- Mechanical restraint
- NVCI
- Positioning/supportive device
- Seclusion/24 hour room

Safety/Security Event



Safety/Security Event

- **Specific Event Type**
- Abandonment
- Abduction
- Accidental injury of unknown origin
- Auto accident
- Bed malfunction
- Bomb threat
- Death
- Door/window unsecured
- Food/beverage related
- Hostage taking
- Improper storage -chemical
- Infant abduction
- Infant/child discharged to the wrong person
- Lighting of facility/parking areas
- Lost cell phone
- Lost laptop/tablet
- Lost memory stick

Safety/Security Event



Safety/Security Event

- **Specific Event Type con't**
- Lost pager
- Lost smart phone
- Lost swipe card/identification
- Medical distress
- Missing/wandering patient
- Motorized vehicle accident
- Non-responsive
- Property damage/vandalism
- Property lost
- Recipient of responsive behaviour
- Reuse of single use item
- Safety policy violation
- Security breach
- Seizure
- Stalking
- Suspicious package
- Theft/suspected theft
- Unauthorized access/trespassing
- Unauthorized drugs/alcohol
- Unauthorized equipment
- Unauthorized smoking
- Unauthorized weapons

Skin/Tissue Event



Skin/Tissue Event

- **Specific Event Type**
- Abrasion
- Accident puncture or laceration
- Blister
- Bruise
- Burn
- Burn due to bathing
- Burn due to compresses
- Open lesion
- Puncture or laceration
- Rash
- Skin tear
- Stage 3 pressure injury acquired after admission
- Stage 4 pressure injury acquired after admission
- Swelling
- Ulcer



Surgery/Procedure Event

Surgery/Procedure Event

- **Specific Event Type**
- Administration of wrong inhalation gas
- Administration of wrong insufflation gas
- Break in sterile technique
- Burn during surgery
- Canceled procedure
- Contamination
- Count discrepancy
- Delayed procedure
- Equipment issue
- Equipment malfunction
- Foreign object retained post procedure
- Incorrectly performed procedure
- Intra-operative death
- Lost delayed results during procedure
- Patient not prepared for surgery
- Post operative death within 10 days
- Product not available
- Prophylactic antibiotics delayed/not given



Surgery/Procedure Event

Surgery/Procedure Event

- **Specific Event Type Con't**
- Sterile supply distribution issue
- Sterile supply processing issue
- Surgical complication
- Surgical site infection
- Surgical site not marked
- Unexpected return to OR
- Unordered procedure performed
- Use of improperly sterilized equipment
- Use of improperly sterilized instrument
- Wrong biological implant
- Wrong device implanted
- Wrong patient/resident/client
- Wrong procedure performed
- Wrong side/site/body part
- Wrong Tissue



Vascular Access Device Event

Vascular Access Device Event

- **Specific Event Type**
- Absence of blood return
- Device issue/malfunction
- Infiltration/extravasation
- Occlusion
- Phlebitis (PICC/PIV only)

Quality and Risk Team

- | | |
|---|---|
| Karen McCaffrey
(902) 620 3279 | Quality & Risk Manager |
| Lynette Chandler
(902) 620 3349 | Patient Safety Coordinator |
| Krista Paquet
(902) 620 3167 | PSMS System Administrator |
| Caroline Paton
(902) 368 6548 | Quality/Risk Coordinator, Mental Health & Addictions |
| Philip Theberge
(902) 368 4995 | Quality/Risk Coordinator, Long Term Care |
| Beth Pizio
(902) 438 4092 | Quality/Risk Coordinator, Provincial Primary Care, Public Health, Home Care, Palliative Care |
| Laurie McNally
(902) 620 3497 | Quality/Risk Coordinator, Hospitals East, Provincial Lab, Pharmacy, Operation Services |
| Sheila Gaudet
(902) 438 4533 | Quality/Risk Coordinator, PCH, Hospitals West |
| Denise Lockhart
(902) 894 2953 | Quality/Risk Coordinator, QEH |
| Tanya Dickey
(902) 894-0297 | Quality/Risk Coordinator, Diagnostic Imaging |
| Sherri Maye
(902) 368-5272 | Quality/Risk Admin Support |