

Appendix A – What is a Harmful/No Harm Incident?

Level	Severity	Definition	Examples
1	Near Miss	The incident did not reach the patient. No harm occurred.	<p>Behaviour – 2 residents don't get along and are to eat in separate dining rooms as per their care plans. A newer staff member was about to bring them into the same area, until another colleague interjected, saving the residents from a potential argument/fight.</p> <p>Environmental- During rounds staff notice the floor is wet and recently mopped with no caution sign. A sign is located and placed in the area.</p> <p>Fall - A patient becomes unsteady while walking but a fall is prevented through actions taken by staff.</p> <p>Medical Device Incident:</p> <ul style="list-style-type: none"> • Upon opening an IV-line package the nurse discovers that the IV spike is broken; • A nurse opens a pair of sterile gloves and notices a pin- hole tear before using the gloves <p>Medication - A nurse prepares a medication but discovers it has expired prior to administration.</p> <p>Privacy Breach:</p> <ul style="list-style-type: none"> • Email sent to the incorrect email address but returned to sender as undeliverable. • Fax sent to the wrong fax number, but transmission was unsuccessful. • A paper chart cannot be located but is later found to have been misfiled. <p>Skin Tissue - A hot beverage arrives on a pediatric tray and family intervene before child reaches it.</p>
2	No Harm Incident	The incident reached the patient but resulted in no	<p>Behaviour – resident agrees to abdominal assessment, Upon placement of stethoscope on abdomen, resident swats staff's hand and yells "get out of here"</p> <p>Environmental:</p> <ul style="list-style-type: none"> • Missing health records;

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		harm or need for treatment.	<ul style="list-style-type: none"> False pulled fire alarm; Water leak with no property damage. <p>Fall - Patient falls with no injury</p> <p>Medication - Incident where the therapeutic blood level of the drug was altered by administration or omission without any physical symptoms</p> <p>Medical Device Incident:</p> <ul style="list-style-type: none"> IV tubing leaking that is connected to a patient, but no harm noted to patient; Cautery machine does not function during surgery; Operating Room bed does not function during surgery; In-patient bed does not function, and the patient needs to be moved to another bed. <p>Privacy Breach:</p> <ul style="list-style-type: none"> Documents sent to the wrong internal fax, email or mailing address; Recipient confirms deletion of or returns records. <p>Skin - Stage I pressure ulcer (the skin is a slightly different colour, but there are no open wounds)</p>
3	Minor Harm	Requires initial but not prolonged intervention; minimal impact.	<p>Behaviour:</p> <ul style="list-style-type: none"> Suicide attempt- minimal harm, self-inflicted scratches Behaviour causing minor physical or psychological injury to self or another patient (Patient angry and punched the wall. Abrasions noted to knuckles. First aid required) <p>Environmental - minor damage to equipment and/or infrastructure (such as damaged computer equipment, office furniture)</p> <p>Fall - Patient fall that requires minor intervention, such as sutures and or x-rays. The patient may have slight abrasions or bruising.</p> <p>Medication - A blood pressure medication is mistakenly given to the wrong patient requiring frequent</p>

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			<p>assessments and vital signs</p> <p>Adverse Drug Reaction- a cancer patient receiving chemotherapy becomes dehydrated and requires hospitalization</p> <p>Skin:</p> <ul style="list-style-type: none"> • Abrasions, skin breakdowns and/or tears, pain, minor burns, contusions, bruises • Stage II pressure ulcer - the skin breaks open and an ulcer starts to form • Stage III pressure ulcer - the sore becomes worse and creates a crater in the tissue <p>Medical Device Incident:</p> <ul style="list-style-type: none"> • Infusion pump (not administering programed volume); • A leakage in an IV line with cytotoxic agents; • Defibrillator pads that do not adhere resulting in a delay in shocking patient <p>Privacy Breach:</p> <ul style="list-style-type: none"> • Patient information sent to the wrong external fax, email or mailing address. • Theft of an employee’s laptop and/or briefcase/bag containing paper records. • Patient information shared/disclosed without the need to know or appropriate consent (if consent is required). • Copy of chart released to a patient with another patient’s information included. • Snooping or suspected snooping (accessing a chart/information without the need to know).
4	Serious Harm	Requires intervention to sustain life or results in significant harm.	<p>Behaviour:</p> <ul style="list-style-type: none"> • Causing serious physical or psychological harm to self or another patient. Eg. Patient punched wall, resulting in 3 broken knuckles. • Suicide attempts (resulting in significant harm to self) • Absence without leave of formed or incompetent, or cognitively impaired patients <p>Blood Product/Lab Event:</p>

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			<ul style="list-style-type: none"> • Wrong blood product (that was incompatible) is given to a patient which causes an acute hemolytic reaction. <p>Environmental:</p> <ul style="list-style-type: none"> • Major damage to equipment and/ or infrastructure; • Total evacuation; • Bomb threat <p>Falls:</p> <ul style="list-style-type: none"> • Any fall related fractures • Any fall related head injury <p>Medical Device Incident:</p> <ul style="list-style-type: none"> • Failure of medical equipment causing serious harm to the patient; • Ventilator battery backup did not start with a power outage and patient became hypoxic. <p>Medication - an incident resulting in anaphylactic shock and dramatic increase or decrease in vital signs</p> <p>Adverse Drug Reaction- patient on anticoagulant and experienced GI bleed; cancer patient on chemotherapy and developed neutropenia; antibiotics resulting in kidney or liver failure</p> <p>Privacy Breach:</p> <ul style="list-style-type: none"> • Patient information that is shared maliciously, with intent to cause harm to reputation, commit identity theft/etc. <p>Safety/Security:</p> <ul style="list-style-type: none"> • Absence without leave of formed or incompetent, or cognitively impaired patients <p>Skin/Tissue:</p> <ul style="list-style-type: none"> • All burns related to care provided (2nd and 3rd degree)
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			<ul style="list-style-type: none"> • Stage IV pressure ulcer — The sore is very deep causing extensive damage; these sores can harm muscle, bone and tendons <p>Surgery:</p> <ul style="list-style-type: none"> • Surgery on the wrong body part or the wrong patient, or conducting the wrong procedure • Unintended foreign object left in a patient during surgery (e.g., sponge, forceps, sutures)
5	Death/ Extreme Damages		<p>Behaviour - Completed suicide</p> <p>Fall - Fatal or fall-related injuries leading to death</p> <p>Medication - A patient received the wrong dose of morphine due to a transcription error. The patient experienced respiratory arrest and could not be resuscitated.</p> <p>Privacy:</p> <ul style="list-style-type: none"> • Malicious cyberattack/ransomware • Systemwide medical records hacked <p>Medical Device Incident - Device failure resulting in death (e.g., defibrillator not functioning during cardiac arrest)</p>