

What Is a Harmful/No Harm Incident?

Event Type	Description of examples
Level 1: Near Miss	Medication incident where the issue was identified and resolved before reaching the patient
Level 2: Incident with no harm/damage (requires little or no intervention)	Medication incident where the therapeutic blood level of the drug was altered by administration or omission without any physical symptoms Missing records Medication found on food tray AWOL that returned without incident Patient identification – incorrect labeling specimens False pulled fire alarm
Level 3: Minor injury/damage (requires initial but not prolonged intervention)	Abrasions, skin breakdowns and/or tears, pain, minor burns, contusions, bruises, self-inflicted scratches, orthostatic hypotension, confusion post event Medication occurrences where the therapeutic blood level of the drug was altered by administration or, omission, with resultant physical symptomology May require minor intervention, such as sutures and or x-rays Physical aggression to self or other patients resulting in physical or psychological minor injury
Level 4: Serious injury/damage (requires intervention necessary to sustain life. May require longer hospital admission. injury may range from temporary harm to permanent harm)	Fractures of the extremities, burns (2 nd and 3 rd degree), unintentional heavy sedation Fractures of the pelvis, spine, ribs or skull Unplanned surgical event (i.e. wrong side or site) Medication incident resulting in anaphylactic shock and dramatic increase or decrease in vital signs

Failure of medical equipment causing serious harm to the patient

Overt physical aggression with physical harm to self or another patient

AWOL, formal or incompetent or cognitively impaired patients, and low lethality suicide attempts (attempted drug overdose)

Breach of confidentiality

Serious injury or harmful effects that require immediate intervention to resolve or prevent further deterioration of the patient's condition, such as extended operative or life support

Total evacuation

Bomb threat

Level 5: Death (drastic outcome as a result of the incident)

Death may have occurred as a result of the care received or lack of care received

Deaths associated with restraints

Medication incident resulting in death