

Prevention of Incidents in the Workplace



“An ounce of prevention is worth a pound of cure.”

This proverb has proven itself true time and time again— and it’s a good guide to follow in managing workplace incidents.

Workplace incidents are unplanned events or occurrences such as a fall, medication error, or any situation in which there is injury or a potential injury to residents and staff. Workplace incidents negatively impact an individual’s physical and emotional well-being, lower staff morale, and drain facility resources.

Incidents are detrimental for residents and staff. A study found that half of residents affected by an adverse event required hospitalization. Some of the events that can require hospitalization include medication errors, delirium, falls, pressure ulcers, acute illness, memory impairment and adverse drug events. Not only that, hospitalization in and of itself can lead to more negative outcomes – including hospital-acquired infections, increased weakness and physical dependence.

Other incidents relate to behavior management and verbal, emotional, or physical violence between residents or residents and staff that can have physical, emotional, and psychosocial consequences for those involved.

In addition to the adverse effects workplace incidents have on individuals, one must also consider the effects incidents have on the facility or organization as a whole. Incidents can jeopardize the integrity and feeling of security that organizations work so hard to maintain. There are also significant monetary costs incurred due to incidents. The average cost of liability claims has continued to increase year over year, costing upwards of hundreds of thousands of dollars in some cases. Managing incidents effectively can save in both direct and indirect costs.

At a Glance

Resident Incidents occur most commonly among residents with:

- ✓ Confusion or memory impairments
- ✓ Weakness
- ✓ Acute illness
- ✓ Previous incidents
- ✓ Advanced age (older than 65)
- ✓ Lack of a support system

The vast majority of those residents in assisted living, then, are at risk.

Many workplace incidents could have been prevented or could have avoided injury to residents or staff. Having a system in place that supports incident tracking, behavior management, and quality management activities can help prevent these serious problems.

Incident Prevention and Management Tools

RTasks by Residex provides complete software systems to help care providers effectively organize, manage and stay on top of incidents. RTasks also promotes features to help facilities operate efficiently for the safety of those that are receiving services. ResiDex software includes a package of management tools to monitor and prevent incidents from occurring between every person involved in the care process.

Custom Incident Reporting and Review Identifies Root Causes

Incident reporting with RTasks can be customized to suit each provider's needs, allowing each facility to ask questions about the incident itself as well as guide staff in procedural steps and notifications' in line with facility policies.

The process begins with electronic completion of an incident report that captures details of the event. Vital signs can be included as part of that process. Supervisory staff, then, receive notifications or alerts to review the incident details. This fast and efficient reporting ensures the event is attended to and properly handled without delay. Nurses can utilize their own clinical insights to help residents and staff document all actions within RTasks. Primary care physicians and providers can be notified by report of just the details of the incident relevant for their use.

Incident details entered electronically tell the story. Reports are easily accessible for viewing. These reports include everything from high-flying summaries of all incidents for a date range, to detailed reports with resident-specific data. Providers can find these reports on our quality dashboard along with analysis reports to better understand how an incident happened – or better yet – how to prevent one! Where are falls occurring? What staff are linked to med errors? What time of day do we see behavioral issues? Understanding the scope of the problem is the first step to resolution.

Identifying and Managing Risk Proactively

Along with Incident Reporting and Review, **RTasks assessments** allow clinical documentation of resident risk factors, from Admission to recurring reassessments. Resident fall risk is calculated based upon the nurse's assessment, the resident's number of medications, and fall history. This provides the nurse objective numbers by which he/she can gauge risk of falling, plan interventions including referrals, changes in services, enhanced monitoring, and reassessment intervals. Self-administration of medication assessments allow the nurse to identify resident capabilities and concerns in medication management, and so address and prevent medication errors.

Electronic Health Records such as RTasks make delegation of medication administration much easier – providing staff with access to medication procedures and resident-specific instructions that reduce the risk of med errors. Omissions are rare, as RTasks presents alerts to late or missing charting in a timely way.



Behavior Services track resident behaviors over time and provide insight that drives successful management of those behaviors. Staff document occurrences as well as interventions and their relative efficacy. Viewing Behavior History reports provide insight into triggers, frequency, time of occurrence, and so provide opportunities for preventing and managing these behaviors.

Resident Notes are narrative and can be used to supplement information entered in the assessment and/or incidents. Customizable Note Types can provide a template to be used in following up on an incident or recording regular updates on interventions being used.

RTasks by ResiDex for Incident Prevention, Management, and Control

Comprehensive management of risk simply must be a priority for care centers. RTasks has the tools needed to allow you to become proficient in the management of incidents and problematic behaviors. RTasks' next-level incident reporting and review create the critical documentation. Assessments pull data together effectively to identify residents at risk, spot problematic trends, and make necessary adjustments. Powerful note-taking ensures care providers can create, store, and access needed information to prevent, and follow-up on incidents.

Create an effective Risk Management system for your residents and staff using smart solutions by ResiDex Software!

RTasks by ResiDex is the solution.

[Schedule a demo today!](#)

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Resources

- 1) Bonvissuto, K. (2022, March 18). *Assisted Living Liability claim costs continue to top skilled nursing costs: Report*. McKnight's Senior Living. Retrieved from <https://www.mcknightsseniorliving.com/home/news/assisted-living-liability-claim-costs-continue-to-top-skilled-nursing-costs-report/#:~:text=According%20to%20a%20recently%20released,up%20from%20%24216%2C428%20in%202018>
- 2) *Long-Term Care and patient safety*. Patient Safety Network. (n.d.). Retrieved from <https://psnet.ahrq.gov/primer/long-term-care-and-patient-safety>
- 3) <https://havenseniorinvestments.com/blog-post/2021-assisted-living-statistics/#:~:text=Current%20Data%20Trends%20and%20Projections&text=More%20than%20810%2C000%20people%20reside,living%20care%20in%20their%20life%20time.>