



TITLE: PEER (Program for Electronic Event Reporting) Reports

DEPARTMENT: Risk Management

POLICY NUMBER:

EFFECTIVE DATE:

APPROVED BY:

NEW POLICY:

REVISED POLICY:

POLICY and OBJECTIVE: The reporting of events, defined as an undesired outcome or that which is unexpected in the normal course of care, treatment, disease process or delivery of services, is both required and promoted at [insert name of facility]. The purpose of reporting such events is to improve and strengthen safety for all residents, staff, visitors, volunteers, vendors, and affiliates, and to promote and increase the quality of care and services for residents. Reporting events promotes identification and analysis of underlying causes so that appropriate improvements and system-wide changes can be made. [Insert name of facility] is committed to promoting a culture of safety and system competency; we are also committed to providing a reporting system that encourages staff to participate in a non-judgmental, non-punitive reporting environment which promotes the sharing of information and trending of events throughout the organization.

All events as defined above, that occur to residents, visitors, volunteers, vendors, and affiliates, irrespective of whether an injury or damage occurred, will be captured in the computerized database known as PEER (Program for Electronic Event Reporting), irrespective of where it occurred on campus.

In addition, [name of facility], also requires that events known as “Good Catches” also be entered into PEER. A Good Catch is an event or situation that could have resulted in an accident, injury, or illness, but did not, due to either early and/or timely intervention, or to chance. Good Catches are opportunities for learning and afford the chance to develop preventive strategies and actions, and therefore receive the same level of scrutiny as events that actually result in an injury to a resident, visitor, volunteer, vendor or affiliate.



PROCEDURE:

1. It is the responsibility of all employees at [name of organization] to participate in the event reporting process.
2. When an event (as defined above) occurs, the employee who witnessed the event, discovered the event, or was directly involved in the event is responsible to initiate the reporting process immediately.
 - A. If the employee has access as a front-line entry user or file manager in PEER, he/she is responsible to initiate the report in the system and will identify himself/herself as the "Report Preparer." See attached document "Who Uses the Event Reporting System at [name of organization]" which indicates the job titles of those who have access as either front line users or file managers.
 - B. If the employee does not have access to enter events into PEER, he/she will provide the initial information on the event to an individual with access to PEER (or other designee as determined within the community; [state job titles here]). This must be done immediately, and the employee must report the event prior to the end of their shift. The individual with access is responsible to ensure the entry of the event into PEER prior to the end of their shift, with the assistance of that employee, and will identify himself/herself as the "Report Preparer." The employee who reported the event will be identified on the report under the section "Reporter."
3. When an event occurs, the employee who witnessed the event, discovered the event, or was directly involved in the event must report the event during their current work shift prior to leaving for the day. All events are to be entered into the PEER prior to the employee responsible for reporting the event in the System leaving their shift.
4. Refer to investigation policies to ensure proper follow-up once an event is reported and recorded in PEER.
5. Refer to additional reporting policies to ensure proper reporting to outside regulatory agencies as required.
6. Event reports are stored in the PEER system and are accessible as needed. The Risk Manager must be notified when copies of reports are requested by any non-employee of the community, with the exception of pre-approved users such as the Medical Director or insurance carrier (as appropriate). Event reports may not be shared with non-employees of the community without prior approval of the Risk Manager or CEO/Executive Director.
7. The Risk Manager is responsible for reviewing all events entered into PEER and for ensuring proper follow-up and closure.
8. A process to document events if/when the electronic system is down has been identified and is outlined in the policy titled [policy title here].
9. This policy is not applicable to worker's compensation events involving employees; such events are not entered into PEER [or if PEER is used for employee events, add "employees" to the above sections when identifying the affected persons for whom PEER is used]. Please refer to [insert name of policy for reporting worker's compensation/employee events].