Manager Process in the Event of a Serious Client-Related Incident in Population and Public Health: Sep 27, 2015

Purpose
This procedure is intended to guide manager's actions in the event of a serious incident where Population and Public Health services are or may be called into question. This procedure is intended to supplement the policies and procedures related to Critical Incidents and Occurrences and Near Misses. This procedure applies to centralized and community area staff.

Process:

1. <u>Notification of the Manager</u>
   Staff persons should inform their Manager or designate of the event as soon as possible.

2. <u>Notification of Program Director</u>
   The Manager notifies the Program Director or designate as soon as possible.

3. <u>Notification of Community Area Director</u>
   The Manager notifies the Community Area Director or designate as soon as possible.

4. <u>Summary of Key Points from the Health Record</u>
   The Public Health Nurse, Clinical Nurse Specialist and Manager review the Public Health Nurse's client health record and draft a summary report with key points. The review may also include the client health record associated Families First Home Visitor.

5. <u>CNS Review of Documentation</u>
   The Clinical Nurse Specialist also reviews the client health record to confirm that there is appropriate documentation and clinical practice. The CNS provides findings to the Manager, Staff, and Program and Community Area Directors

6. <u>Manager Retains the Health Record</u>
   The respective client health record is to be held by the Manager, with access to the health record for documentation as continued work with the client continues. The health record is released back into the usual chart storage once the Manager is advised to do so by the WRHA Legal Department. A copy of the client health record may be requested by the WRHA Legal Department. They usually benefit from two copies as one may be requested by the crown or police.

7. <u>Information Requests from Parties Outside of WRHA</u>
   In the event that WRHA Staff (Managers, Directors, Public Health Nurses, Administrative Staff, etc.) receive any requests to share information with outside parties, the request is to be responded with by explaining that a consultation with WRHA Manager is needed first, and for the caller's name, agency, and contact information such as email and telephone number be noted. The person taking the call will consult with their immediate supervisor to determine which department is appropriate to consult with: Privacy, WRHA Legal and Communications as necessary.

8. <u>Requests from the Chief Medical Examiner</u>
   The Chief Medical Examiner has the right to attend and inspect a health records in accordance with legislation. However, Staff should always notify a Manager where the Chief Medical Examiner is or will be accessing the record.

9. <u>Respond to Requests from Within WRHA</u>
   It is not uncommon for one of the WRHA Senior Leaders and WRHA Legal Counsel to ask for details of the incident. Normally these are routed through the Program Director or, as agreed to between the Program Director and the Community Area Director. Maintain documentation of requests and responses. Consider using Blackberry PIN communication.

10. <u>Provide Staff with Support</u>
    Managers provide the most closely affected staff and team members with additional support as required. Remind affected staff of the availability of Employee Assistance Plan. Consider the option of a critical incident debriefing for the team if necessary through the Mental Health Program. The Mobile Crisis line (204-940-1781) is the number to use to initiate a team debrief which typically happens 2-3 days after a request.