



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 75.14, Non-Employee Incident/Injury Procedures and Reporting

PURPOSE: The purpose of this Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) Operating Policy and Procedure (HSCEP OP) is to establish procedures for responding to and documenting incidents involving and/or injuries incurred by persons on TTUHSC El Paso property including, but not limited to, visitors, patients, volunteers, and students in non-clinical areas. Incidents/injuries occurring in TTUHSC El Paso clinical areas and TTUHSC El Paso students performing practicum clinical training at other locations shall continue using the:

School of Medicine Ambulatory Clinic Policy, Occurrence Reporting.
http://elpaso.ttuhsoc.edu/opp_documents/EP-8/EP-8-4A.pdf
http://elpaso.ttuhsoc.edu/opp_documents/75/op7514b.pdf

This policy applies to all TTUHSC El Paso campus locations. For incidents relating to employees, refer to HSCEP OP 70.13.

REVIEW: This HSCEP OP will be reviewed in March of every even numbered year by the senior director of safety services, with recommendations and revisions forwarded through the managing director physical of plant and support services to the chief operating officer and vice president of operations by March 30.

PROCEDURE:

I. Responsibilities

- A. **TTUHSC El Paso Employees:** TTUHSC El Paso employees will respond to incidents of slips, trips, falls, other emergencies or needs of assistance involving patients, visitors, volunteers or students, and complete the information on the TTUHSC El Paso Non-Employee Incident/Injury Report Form (Attachment B), and the TTUHSC El Paso Injury/Incident Witness Report (Attachment C), where applicable.
- B. **TTUHSC El Paso Safety Services Office:** TTUHSC El Paso Safety Services Office, clinical department or Texas Tech Police (TTPD) shall investigate and document all incidents / injuries involving patients, visitors, volunteers or students occurring in non-clinical or clinical areas. Documentation, where applicable, shall include witness statements, TTPD reports (as permitted by law), photographs, diagrams and measurements relevant to the incident / injury. The procedures for handling non-employee incidents / injuries shall be reviewed with departmental unit safety officers (USO).
- C. **Texas Tech Police Department:** The TTPD will, upon notification, respond to all incidents with injuries involving patients, visitors, volunteers and students in accordance with established procedures. In all cases, Safety Services must be notified by TTPD to initiate an incident / injury investigation.

II. Procedures

Upon observing or being informed of a visitor, patient, volunteer, or student incident/injury in non-clinical area, employees shall follow the procedure/steps set forth in the "Non – Employee Incident/Injury Response Flow Diagram (Attachment A).

- A. If the individual is unconscious, incoherent, or unable to rise, call 911 immediately from any campus phone (or 911 from cell or public phone), then call TTPD. Do not attempt to lift or move an individual if not medically trained, and if the individual is not at risk of further injury. The person reporting the incident shall provide the location of the injured party.
- B. If the individual is conscious, ask, "Do you need to go to the Emergency Room?" If the response to this question is "Yes," call 911 as above, then call the TTPD and provide the information as in Section 1.A and B above.
- C. If the individual responds to the question "Do you need to go to the Emergency Room?" that she/he does not need emergency room medical assistance, call and notify Safety Services Office of the incident. The appropriate representative of Safety Services will notify TTPD for completion of a call sheet/incident report for all medical incidents. Designated safety personnel will complete the TTUHSC El Paso Injury/Incident Investigation Report.
- D. After completing a "Non-Employee Incident/Injury Report Form" (Attachment B), forward the report to Safety Services Office. Several TTUHSC El Paso entities are involved with investigations of incidents/injuries and recordkeeping. Therefore, Safety Services will coordinate with the director of quality improvement, and /or the managing director of student services regarding these incidents/injuries as appropriate.
- E. All patients, visitors, volunteers and students are responsible for having current health and accident insurance and may, as appropriate, seek medical attention from the provider of their choice. No provision or representation of compensation shall be made by any TTUHSC El Paso employee (see HSCEP OP 75.15). A Safety Services representative or designated individual may follow up with a person regarding his/her condition or for further information, etc.
- F. Paid employees (including paid TTUHSC El Paso students) of another entity performing duties on TTUHSC El Paso premises or students working in non-TTUHSC El Paso host facilities should follow their employer's Workers' Compensation Policy. Completion of a "Non-Employee Incident/Injury Form" does not suffice for their reporting.
- G. TTUHSC El Paso students and TTUHSC El Paso volunteers who receive bloodborne pathogen exposures (needlesticks, splash or spray to mucus membranes [eyes, nose, mouth, broken skin], etc.) should immediately wash the exposed areas, and then immediately contact the Occupational Health Office, as appropriate, for assistance and follow-up surveillance.

Reference: Safety Services, OP 75.15 Management of Claims Relating to Public Areas of HSCEP Facilities/Property (excluding clinics).