

Sentinel & Serious Events: 2011 - 2015

	Event type	Follow up/process improvement
1	CASE MANAGEMENT EVENT: Delay in diagnosis & treatment: Patient outcome: Temporary harm – full recovery by patient	<ul style="list-style-type: none"> • Protocols for enhanced timing of test ordered to completion and review of results • Clinical pathway was developed
2	CASE MANAGEMENT EVENT: ABO-incompatibility: Patient outcome: No adverse outcome to patient.	<ul style="list-style-type: none"> • Re-education of blood product compatibility chart throughout KEMH
3	CASE MANAGEMENT EVENT: Delay in diagnosis: Patient outcome: Temporary harm – full recovery by patient	<ul style="list-style-type: none"> • Protocols for enhanced timing of test ordered to completion and communication/review of results.
4	CASE MANAGEMENT EVENT: Medication related: Patient outcome: Temporary harm – full recovery by patient	<ul style="list-style-type: none"> • Improved communication skills at each transition of care: Physician, Pharmacy, & Nursing.
5	SURGICAL EVENT: Wrong site surgery: Patient outcome: Patient later expired as a result of presenting condition	<ul style="list-style-type: none"> • Policy compliance re-enforced with ongoing monitoring
6	CASE MANAGEMENT EVENT:	<ul style="list-style-type: none"> • Communication among team at various points of care strengthened.

Sentinel & Serious Events: 2011 - 2015

	<p>Delay in Diagnosis:</p> <p>Patient outcome: Patient expired.</p>	<ul style="list-style-type: none"> Alerts for specific conditions/treatment to be highlighted in written and verbal communication.
7	<p>ENVIRONMENTAL EVENT:</p> <p>Fall:</p> <p>Patient outcome: Permanent harm</p>	<ul style="list-style-type: none"> Process for patient's authorization to leave clinical unit reviewed. Strengthened communication within team.
8	<p>CASE MANAGEMENT EVENT:</p> <p>Monitoring event:</p> <p>Patient outcome: Patient expired</p>	<ul style="list-style-type: none"> Review and re-education of patient monitoring criteria and documentation.
9	<p>CASE MANAGEMENT EVENT:</p> <p>Missed/delay in diagnosis:</p> <p>Delay potentially contributed to adverse outcome.</p> <p>Patient outcome: Patient expired</p>	<ul style="list-style-type: none"> All past history and potential diagnoses must be considered during assessment
10	<p>CASE MANAGEMENT EVENT:</p> <p>Delay in diagnosis:</p> <p>Patient outcome: Patient expired</p>	<ul style="list-style-type: none"> Enhanced communication between disciplines
11	<p>ENVIRONMENTAL EVENT:</p> <p>Surgical site infection:</p>	<ul style="list-style-type: none"> Intensive review to identify a definitive cause. Cause was not identified General review of all infection control practices with small changes made

Sentinel & Serious Events: 2011 - 2015

	Patient outcome: Long-term harm, potentially permanent.	to possibly prevent future recurrences.
12	MEDICATION EVENT: Medication error: Increased dose. Patient outcome: Temporary harm, full recovery	<ul style="list-style-type: none">• Improved monitoring procedures developed.
13	CASE MANAGEMENT EVENT: Fall: Patient outcome: Patient expired	<ul style="list-style-type: none">• Review of management: satisfactory, likely unpreventable event.