

	Serious Event Resource Need	Initial Notification/Support Resources
1	Staff emotional support	<ul style="list-style-type: none"> Employee Assistance Program (EAP)/YoUR Support @ 475-0432 Chaplaincy on-call: 275-1616-(7196) HR Business Partner
2	Serious Event Notification	<ul style="list-style-type: none"> Contact Administrator On Call: 275-2222 Risk Manager On Call: Paged by Administrator On Call after assessing needs. QA Office: 275-8428 (leave message if no answer) <p>Note: Enter event into Event Reporting system once the incident has stabilized.</p>
3	HR Business Partner	Available M-F, normal business hours. After hours, leave message. http://www.rochester.edu/working/hr/contact/contact_list.html
4	Privacy/confidentiality/information security (patient or employee; actual or suspected)	<ul style="list-style-type: none"> HR Business Partner and/or Area Privacy Officer Integrity Hotline 756-8888
5	Patient/equipment related event that results in patient injury/requires intervention (e.g. fracture, ICU transfer, resuscitation, etc.)	<ul style="list-style-type: none"> Risk Management-Office of Counsel: 758-7600 Clinical Engineering: (275-2222 Ask to page Clinical Engineering Tech on call)
6	Patient – related event or near-miss reporting	Submit event form in RL Solutions Event Reporting system and Notify Area Manager. http://sites.mc.rochester.edu/departments/quality-and-safety/event-reporting-system/ Note: Events may be submitted anonymously.
7	Patient/family/staff complaints related to patient care	<ul style="list-style-type: none"> Submit Feedback event in RL Solutions and notify area manager Patient and Family Relations: 275-5418 (M-F 8-4:30. Leave voice mail message if no one answers) <p>Note: Area staff should attempt to resolve complaint. If unable to resolve, call Patient & Family Relations Dept.</p>
8	Patient/employee/visitor commission of a crime contributing to the serious event.	Call Public Safety: 275-3333
9	Employee Injury	<ul style="list-style-type: none"> Call MERT if assistance needed Fill out Employee Incident Form at http://www.safety.rochester.edu/SMH115.html Occupational Medicine: 487-1000
10	Visitor/outpatient injury/property damage	Call Public Safety: 275-3333 Off site locations call 911
11	Facilities/Grounds Safety Concerns	Facilities Hot Line: 273-4567
12	Staff Professional Conduct incident	<ul style="list-style-type: none"> Notify manager of area, if desired. Report using RL Solutions Event Reporting System Professional Conduct Form

YoUR Support

Resource Guide for Staff Emotional Support and Event Disclosure

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		<p>Note: All events can be submitted anonymously. Professional conduct events are only received and reviewed by Chief Medical Officer and Chief Quality Officer (for providers and residents), Chief Nursing Officer (for Nursing staff), and Human Resources Business Partner (all other staff)</p>
13	Event disclosure guidance	<p>Risk Manager/Office of Counsel – 758-7600 M-F business hours. After hours contact Administrator on Call via page office @ 275-2222. Administrator On Call will assess needs and notify Risk Manager on call for disclosure assistance.</p>
14	After Hours Event Nursing Support	<p>Clinical Resource Nurses: 478-2648</p>
15	Infectious Disease Exposure	<p>Infection Prevention: Call page office at 275-2222 and ask to page the Infection Preventionist on call.</p> <p>Note: For highly contagious infectious diseases, notify Infection Preventionist on call immediately.</p>
16	Hazardous Chemical Exposure	<ul style="list-style-type: none"> • Contact Public Safety at 275-3333 and request the assistance of Environmental Health and Safety • Environmental Health & Safety: 275-3241 • Poison Center 1-800-222-1222 <p>Note: For staff/patient exposures to hazardous materials follow Hazardous Materials notification process found on Intranet at Environmental Health & Safety http://www.safety.rochester.edu/emergencyinfo.html</p>