A sentinel/reportable event is an unexpected occurrence involving death or serious physical or psychological injury, or which otherwise adversely affects the quality of care and service, operations, assets, or reputation of Kaiser Permanente. This includes any process variation for which an occurrence (as in “close call”) or recurrence would carry a significant chance of a serious adverse outcome.

### Sentinel Event

An occurrence shall be classified as a Sentinel Event, events should be reported within 24 hours, and a multi-disciplinary root cause analysis conducted within 45 days when it meets the following criteria:

- The event has resulted in an unanticipated death or major permanent loss of function, not related to the natural course of the patient's illness or underlying condition (e.g., fall, medication error, hospital acquired infection).
- The event is one of the following (even if the outcome was not death or major permanent loss of function unrelated to the natural course of the patient's illness or underlying condition):
  1. Suicide of any individual receiving care, treatment or services in a staffed around-the-clock care setting or within 72 hours of discharge.
  2. Unanticipated death of a full-term infant in the hospital.
  3. Abduction of any individual receiving care, treatment or services.
  4. Discharge of an infant to the wrong family.
  5. Rape
  6. Hemolytic transfusion reaction involving administration of blood or blood products having major blood group incompatibilities.
  7. Surgery on the wrong patient or wrong body part (including invasive procedures, and implants).
  8. Unintended retention of a foreign object in an individual after surgery or other procedure.
  10. Prolonged fluroscopy with cumulative dose >1500 rads to a single field, or any delivery of radiotherapy to the wrong body region or >25 percent above planned radiotherapy dose.

### Reportable Event

An occurrence shall be classified as a Reportable Event and require appropriate analysis and intervention by the facility and/or region when it meets the following criteria:

- The event or related circumstances evokes actual or threatened adverse media (press) involvement by the member, family, or representative of the family (e.g., attorney), or media contact to the organization.
- A cluster of unusual occurrences (a cluster is defined as three or more events occurring closely together, usually within a quarter).
- Significant adverse interaction with regulatory or accrediting bodies resulting in significant sanctions (such as: a JCAHO unannounced survey for cause, JCAHO validation survey by CMS; a CMS survey; an EMTALA investigation; NCQA discretionary reviews).
- Suicide of a patient currently participating in a Kaiser Program (hospice, home health, mental health/chemical dependence day treatment programs), or on Kaiser Permanente property.

### Required Reporting

- Contracted facilities/practitioners are required by contract to promptly report events within 24 hours of event identification to KPNW Quality Resource Management (contact numbers below).
- Formal root cause analysis for sentinel events shall be concluded within 45 days from the date of event discovery.
Kaiser Permanente Northwest

Identifying and Reporting Sentinel and Reportable Events

December 2008