



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

HSC OP: 75.14, **Non-Employee Incident/Injury Procedures & Reporting**

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

- School of Medicine Ambulatory Clinic Policy, Occurrence Report Policy No. 8:02 and Form 8:02A – All campus SOM Clinics
<http://www.ttuhsoc.edu/SOM/clinic/policies/ACPolicy8.02.pdf> and
<http://www.ttuhsoc.edu/SOM/clinic/forms/ACForm8.02.A.pdf>

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

REVIEW: This HSC OP will be reviewed on March 1 of each odd-numbered year (ONY) by the Director of Safety Services (including regional campus review), the Director of Student Services, the Director of Volunteer Services, Texas Tech Police Department, General Counsel, TTUS Risk Management, the Assistant Vice President for Physical Plant and Support Services, with recommendations for revisions forwarded to the Executive Vice President for Finance & Administration by April 15.

POLICY/PROCEDURE:

1. Responsibilities

- a. **TTUHSC Employees:** TTUHSC 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 Non-Employee Incident / Injury Report Form (Attachment B), and the TTUHSC Injury/Incident Witness Report (Attachment C), where applicable.
- b. **Safety Services / Regional Safety Office:** Safety Services / Regional Safety Office shall investigate and document all incidents / injuries involving patients, visitors, volunteers or students occurring in non-clinical areas, following the process / procedures established in Safety Services SOP OS-001, Incident / Injury Investigation. Documentation, where applicable, shall include witness statements, PD reports (as permitted by law), photographs, diagrams and measurements relevant to the incident / injury. The procedures for handling non-employee incidents / injuries shall be covered in employee orientations and safety training.
- c. **Texas Tech Police Department (TT PD):** The TT PD 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 / Regional Safety Office must be notified by TT PD to initiate an incident / injury investigation.
- d. **Regional Campuses:** All regional campuses will comply with the responsibilities and procedures by implementing comparable / parallel procedures as set forth herein. All

documentation regarding an incident / injury and its resulting investigation will be forwarded to Safety Services no later than 72 hours after the occurrence.

2. Procedures

Upon observing or being informed of a visitor, patient, volunteer, or student incident / injury in a 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 9-911 immediately from any campus phone (or 911 from cell or public phone)**, then call Texas Tech Police Department (TT PD). 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.
 1. Amarillo TT PD 354-5568
 2. El Paso TT PD 545-6531
 3. Lubbock TT PD 9-911
 4. Odessa TT PD 335-5279
- 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 9-911** as above, then call the TT PD and provide the information as in (a) 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 the appropriate local or regional HSC Safety Services Office of the incident. The appropriate representative of Safety Services will notify TT PD for completion of a call sheet / incident report for all medical incidents. Designated Safety personnel will complete the TTUHSC Injury / Incident Investigation Report in Safety Services, SOP OS-001.
- d. After completing a "Non-Employee Incident / Injury Report Form (Attachment B), forward the report to the appropriate local or regional HSC Safety Services Office. Several TTUHSC entities are involved with investigations of incidents / injuries and recordkeeping. Therefore, Safety Services will coordinate with the Director of Nursing Services (required recordkeeping for Joint Commission accreditation), Lubbock Campus only, 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 employee (see HCS OP 75.15). A Safety Services representative or designated individual may follow up with a person for further information, condition, etc.
- f. Paid employees (including paid TTUHSC students) of another entity performing duties on TTUHSC premises or students working in non-TTUHSC 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 students and TTUHSC 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 one of the following officials, as appropriate, for assistance and follow-up surveillance:
 1. Amarillo: Quality Improvement / Risk Management (806-354-5555, ext. 242)
 2. Correctional Health Care facilities: Director of Infirmary and/or immediate Supervisor
 3. El Paso: Quality Improvement/Occupational Health (915-545-6501)
 4. Lubbock: Employee Health/Infection Control (806-743-4005)

5. UMC House Supervisor via pager: (806-761-8874)
6. Odessa: Safety Coordinator (432-335-1820)
7. All Other Areas: House Supervisor, Supervisor, or Instructor, as appropriate

Reference: Safety Services, Standard Operating Procedure OS-001, Incident / Injury Investigation.
Management of Claims Related to Public Areas of TTUHSC Facilities and Property (OP 75.15)