



HCHB Entering Client Occurrence

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Policy

Number: 03.08.01 <https://aveanna.ellucid.com/documents/view/720>

Purpose:

How to properly report an incident in HCHB using Point Care.

Regulation: G488 §484.50(e)(2)

CHAP: PCC.8.I

Link:

[HCHB Swim Lanes Process Guides: HH Client Occurrence](#)

Branch leadership process: [HCHB Occurrence Oversight](#)

Measurement:

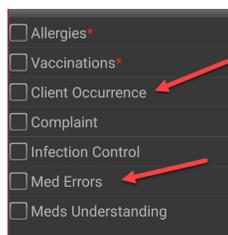
1. 100% of incidents are documented.
2. Patient satisfaction is above national average.

Education

1. Incidents (Occurrence) are defined as events that are out of the ordinary and affect a client.
 1. Medication error
 2. Endangerment of staff or client
 3. Equipment or medical device malfunctions or failure
 4. Financial Exploitation
 5. Injuries – including those of unknown source
 6. Safety hazards
 7. Theft
 8. Verbal or physical abuse
 9. Falls – witnessed or non-witnessed

Process:

1. HCHB PROCESS for clinicians adding to Point Care : In Visit Action's select the PRN option then choose Client occurrence or Med Errors while in the visit note, if not part of a visit note enter via features in medical records.
 1. NOTE: if Incident was reported directly to the office, this will be entered in via medical records and choosing the QI Reporting section to add in the type of client occurrence by selecting Medication Error Log or Occurrence Log .



2. Click Add
3. Client Occurrence steps

Occurrence

Occurrence Date 1 10/22/21

Location 2

Nature 3 <Choose>

Employee Present 4 <Choose or Edit>

Description 5

Save Cancel

1. Enter in the date of the occurrences
2. Location: identify where the occurrence was.
 1. Example: Bathroom.
3. What was the Nature of the occurrence

Please select a nature

- EQUIPMENT AND/OR MEDICAL DEVICE FAILURE
- FALL-UNWITNESSED
- FALL-WITNESSED
- LOSS AND/OR BREAKAGE, PATIENT PROPERTY
- NON COMPLIANCE
- OTHER
- PROCEDURE WHICH RESULTS IN TRAUMA AND/OR INJURY
- REFUSAL OF TREATMENT
- UNTOWARD OUTCOME

4. Enter employee name if present- if employee was not present select "none"
5. Add a description of the occurrence
 1. Example: Patient fell while getting out of shower with spouse present
6. If applicable identify if equipment or property was involved

Involvement

Property Involved

Equipment Involved

Involvement Description

7. If applicable identify if a witness or any notification was done.
 1. Note: depending on the selected Nature the witness/Notification may not be available.

Witness/Notif

Witness Information (name/address/phone)

Physician Notified Date Select Notify Date

Physician Response

Save Cancel

8. Save
4. Adding a Med Error.
 1. Enter Date, discovered by, date discovered and a description of the medication error

2. Choose a type of error and the medication

3. Identify all notification, including names and add in outcome.

1. Examples of outcomes:

1. No ill effects identified from medication error, provider requested continue to monitor and report complications, go to ER if any acute reactions
2. MD notified-include any resolution from provider after notification.

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