

OREGON STATE HOSPITAL

POLICY ATTACHMENT

PROCEDURES B: Incident Review Process

POLICY: 1.003

POINT PERSON: Director of Quality Management

APPROVED: Superintendent

DATE: AUGUST 10, 2026

SELECT ONE: ☐ New policy attachment ☒ Revision of existing policy attachment
☐ Reaffirmation of existing policy attachment

I. INCIDENT REVIEW PROCESS

- A. After an Incident is reported, IRSI investigators must review and categorize the reported event based on Attachment A, "OSH Event Severity Scale."
- B. The Incident Management Meeting Review Panel (IMM) can adjust the assigned level. IMM is a multidisciplinary panel of managers that reviews incidents, ensures appropriate action has been taken, and assigns work as needed. This group meets every weekday.
- C. Incidents are all investigated using the process below and are considered active until officially "closed". Closure of an incident means there are no additional investigative needs from the IMM, appropriate immediate actions have been taken, potential system issues have been identified, and corrective action has been assigned as applicable.
- D. Staff are responsible for meeting timelines for follow-up of tasks for all incidents, which IMM will assign.
- E. IRSI is responsible for the operational management of the Incident Response System as described in this document and in the IRSI department's standard work.

II. ALL INCIDENTS

- A. The hospital applies investigative resources based on the level of severity of incidents.
- B. Staff will not be assigned to investigate an incident in which they were injured.
- C. The Incident Review Panel may assign tasks which may include, but are not limited to: investigative follow-up, documentation, risk mitigation actions, staff

education, communication, and any other actions to mitigate patient or staff safety concerns.

- D. QM Leadership will collaborate with DOJ to review incidents that will need DOJ support or collaboration. DOJ will advise on setting up a precautionary file if deemed necessary.

III. LEVEL 0 REVIEW

- A. Level 0 Incident Reports will be closed by IRSI upon verification of event risk mitigation.

IV. LEVEL 1 REVIEW

- A. Unit or department leadership or their designee shall conduct an investigation review of the incident, ensure appropriate follow-up action has occurred, and will brief the Incident Management Meeting (IMM) panel.
- B. Once the Incident Response documentation has been completed by the responsible party, IRSI will review the content of the report and ensure that there are no unmitigated risks before closing the report.
- C. If the investigation response is accepted at IMM, the investigation is closed.

V. LEVEL 2 REVIEW

- A. Unit or department leadership or their designee shall conduct an investigatory review of the incident, ensure appropriate follow-up action has occurred, and will brief the IMM panel.
- B. For Level 2 incidents, an IRSI investigator is assigned to complete an Apparent Cause Analysis within 20 days of the incident report being received.
- C. At the conclusion of the investigation, the IRSI investigator will present the final report of the IMM panel for closure or additional follow-up.
- D. If the investigation response is accepted at IMM, the investigation is closed.

VI. LEVEL 3 REVIEW

- A. Unit or department leadership or their designee shall conduct an investigatory review of the incident, ensure appropriate follow-up and immediate actions have occurred, and will brief the IMM panel.
- B. The IRSI staff assigned will facilitate Root Cause Analysis (referred to as Level 3 investigation) to be concluded within 45 days of the incident report being received.
- C. At the conclusion of the Level 3 investigation, findings and recommendations are to be presented to the Quality and Safety Oversight Committee (QSOC) for approval. QSOC has the authority to close the incident.

- D. QM Leadership will collaborate with DOJ to review incidents that will need DOJ support or collaboration. DOJ will advise setting up a precautionary file based on anticipated litigation from incident.
- E. If the investigation response is accepted at IMM, the investigation is closed.