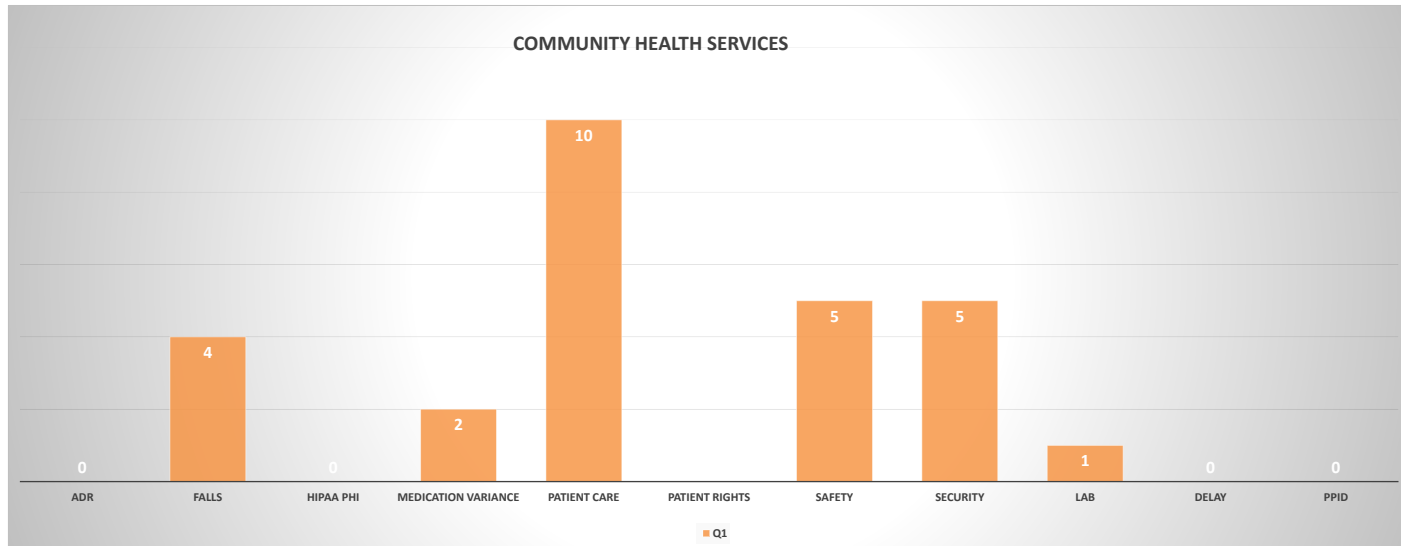


BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 1

COMMUNITY HEALTH SERVICES	Jan	Feb	Mar	1st Qtr	Total CY21
ADR				0	0
Falls	2		2	4	4
HIPAA PHI				0	0
Medication Variance	2			2	2
Patient Care	4	4	2	10	10
Patient Rights				0	0
Safety	1	3	1	5	5
Security	2	2	1	5	5
Lab		1		1	1
Delay				0	0
PPID				0	0
Totals	11	10	6	27	27



Total of 27 occurrences reported.

Two medication variances. One prescription filed with wrong directions. Other due to APRN without DEA number prescribing a controlled substance as system did not flag the invalid DEA number; hard stops asked to be added to ScriptPro system. Medical director met with APRN to review process and resources with list of controlled substances.

Five security events involved one property damage, one patient who was verbally abusive, one patient with aggressive behavior, one threat of violence, and one visitor with inappropriate behavior.

Total of ten patient care occurrences. Three patient disruptive behaviors, one AMA, two patients with non-compliance with treatment plan, one patient who developed equimosis after blood draw, one scheduling issue. One patient presented with large breast mass to prenatal stating previous physician said there was nothing wrong, US results documented benign mass to be observed, referred to breast oncologist.

Three employee falls without injuries. Encompass supervisor notified and instructed employee not to wet mop the floors during clinical hours. One patient fall, observed that sidewalk was unlevelled, no injuries, work order was placed with facilities.

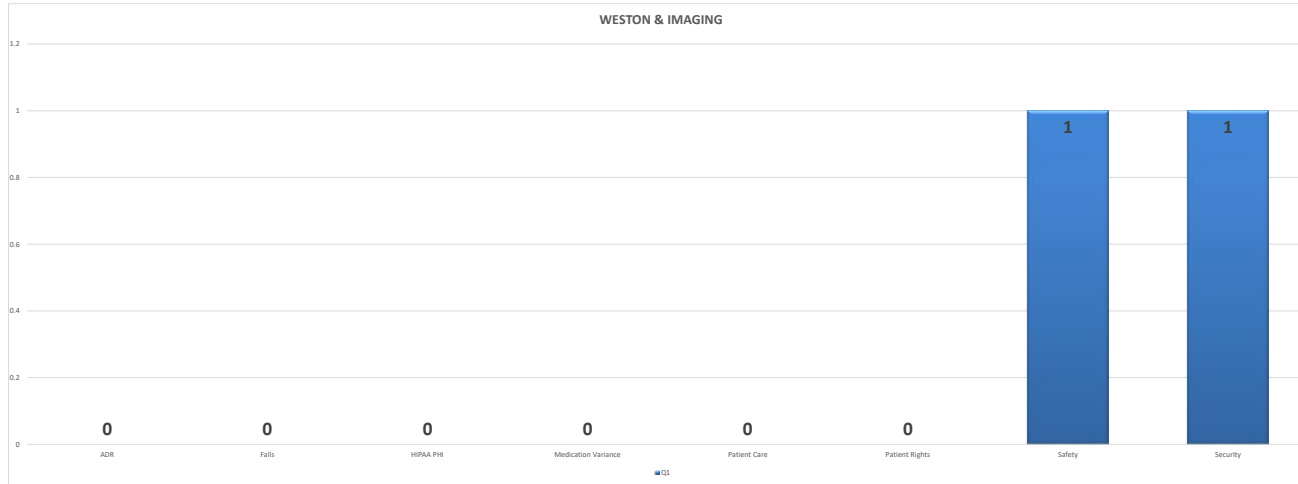
Two of the three safety reports were alarm related, one due to elevator malfunction.

Lab was not drawn as ordered, redraw performed.

Two safety HIV rapid tests initially positive, patient started on medication then Ag/Ab combo negative. Physician contacted patients, repeat test resulted negative. One more event reported in April. Initial test performed at different sites and sent

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 1

WESTON & IMAGING	Jan	Feb	Mar	1st Qtr	Total CY21
ADR				0	0
Falls				0	0
HIPAA PHI				0	0
Medication Variance				0	0
Patient Care				0	0
Patient Rights				0	0
Safety			1	1	1
Security			1	1	1
Totals	0	0	2	2	2



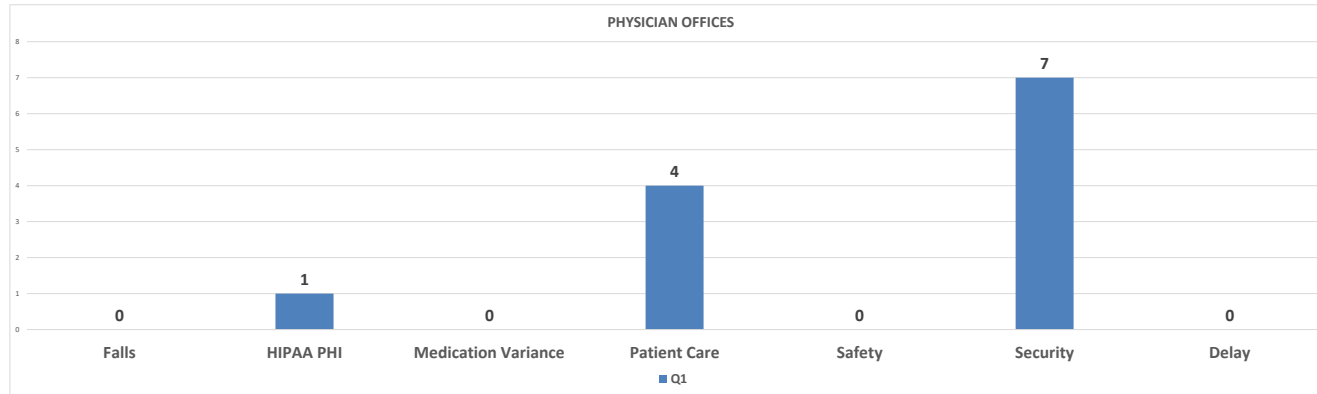
Only two events reported.

Security related to patient verbal abuse.

Safety related to visitor refusing to check temperature as COVID precaution.

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 1

PHYSICIAN OFFICES	Jan	Feb	Mar	1st Qtr	Total CY21
Falls				0	0
HIPAA PHI	1			1	1
Medication Variance				0	0
Patient Care	1	1	2	4	4
Safety				0	0
Security	1	4	2	7	7
Delay				0	0
Totals	3	5	4	12	12



Total of 12 reports.

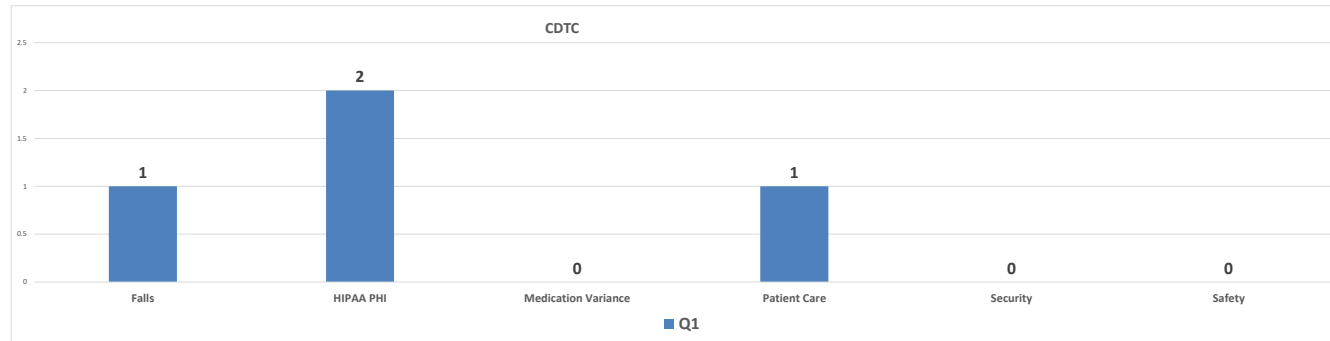
HIPAA claim submitted to insurance after encounter created under wrong patient, corrections made.

Seven security occurrences reported a break in, one property damage, one threat of violence, two patient aggressive behaviors, one family verbal abuse and one family aggressive behavior.

Four patient care reports. One patient with allegations against residential facility, physician contacted facility supervisor and patient was satisfied. One patient non-compliance with treatment plan, meeting held with patient and parties involved. One related to a disruptive patient. The other due to patient with psychiatric history who required Baker Act, appropriate process followed.

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 1

CDTC	Jan	Feb	Mar	1st Qtr	Total CY21
Falls			1	1	1
HIPAA PHI	2			2	2
Medication Variance				0	0
Patient Care		1		1	1
Security				0	0
Safety				0	0
Totals	2	1	1	4	4



Total of 4 occurrences reported.

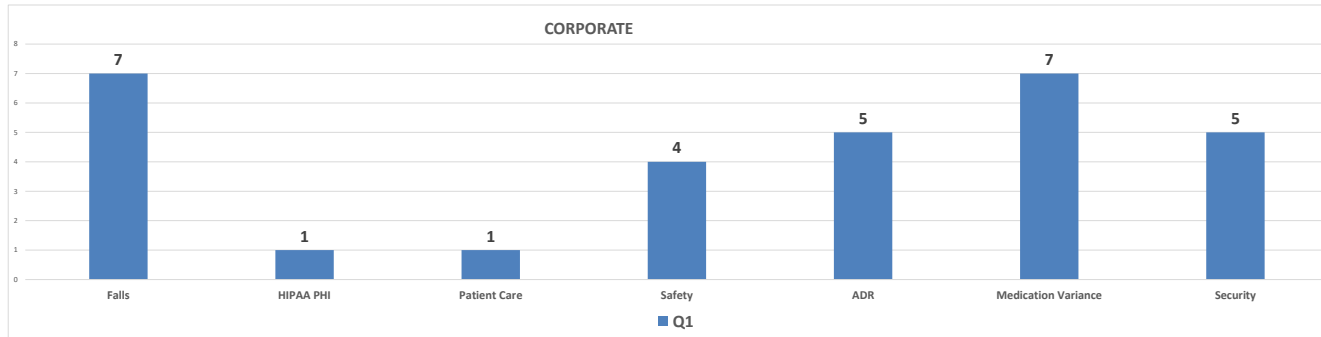
Noted decrease on HIPAA/PHI events when compared to previous quarters. Both events related to patient PHI emailed to wrong person.

Patient care event reported patient with psychiatric history who had to be Baker Acted during visit. Appropriate process followed.

One employee accidental fall without injuries.

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 1

CORPORATE	Jan	Feb	Mar	1st Qtr	Total CY21
Falls	2	2	3	7	7
HIPAA PHI	1			1	1
Patient Care			1	1	1
Safety	1	2	1	4	4
ADR			5	5	5
Medication Variance	6		1	7	7
Security	1		4	5	5
Totals	11	4	15	30	30



Total of 30 occurrences reported. Significant increase when compared to previous quarters. Nineteen of the thirty occurrences were from stadium vaccination site.

Five security reports. One aggressive behavior by contracted construction employee, two property damages, one patient with aggressive behavior. One Encompass employee had to be escorted out by police from stadium due to threat of violence.

Seven falls included one contracted construction employee who was using inappropriate ladder for job, discussed with company and SVP operations, one employee accidental fall. Four patient falls, one transferred to hospital due to hitting head. One visitor fall without injuries.

HIPAA/PHI occurrence reported email sent to Medicare without word confidential on subject line.

Four safety reports from stadium including two sharps exposures. One agency nurse accidentally stuck self after vaccine administration, supervisor was notified and nurse was sent to ED. One nursing student got stuck with clean needle, technique reviewed with professor. One nurse got sprayed with vaccine as syringe was cracked. One nurse dropped syringe and needle hit patient without injury.