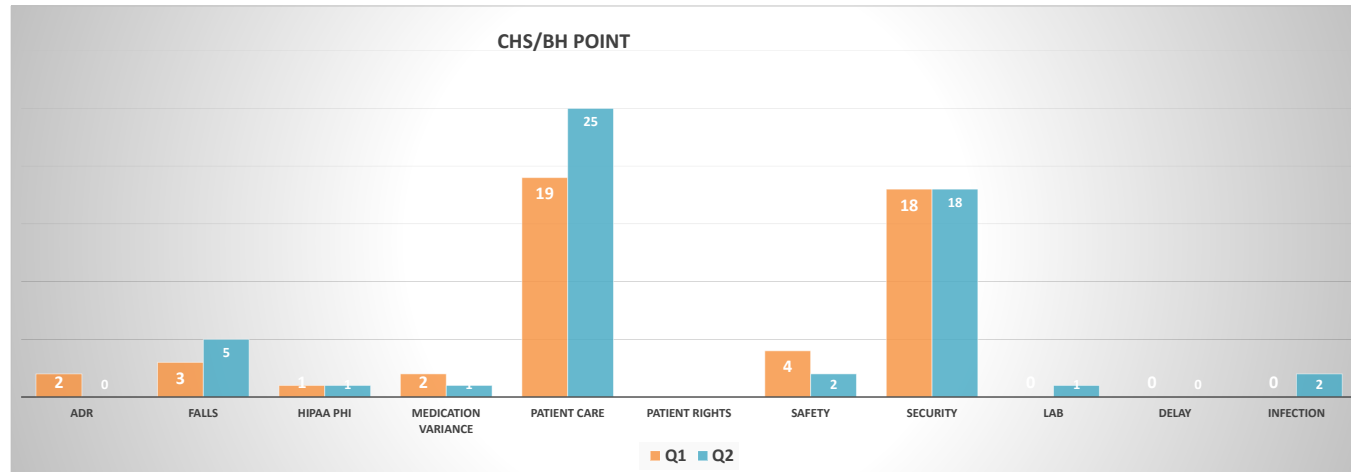


BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 2

CHS/BROWARD HEALTH POINT	Jan	Feb	Mar	1st Qtr	Apr	May	June	2nd Qtr	Total CY22
ADR		1	1	2				0	2
Falls	2		1	3	1	2	2	5	8
HIPAA PHI		1		1	1			1	2
Medication Variance		1	1	2			1	1	3
Patient Care	4	9	6	19	9	11	5	25	44
Patient Rights				0				0	0
Safety	4			4		1	1	2	6
Security	6	6	6	18	5	5	8	18	36
Lab				0			1	1	1
Delay				0				0	0
Infection				0	1		1	2	2
Totals	16	18	15	49	17	19	19	55	104



Total of 55 occurrences.

Five falls. Patient tripped over own shoes. Baby fell from exam table while with mother, examined by pediatrician, transferred to hospital and discharged home without injuries. Employee fell from rolling stool, no injuries. Patient tripped on high heels, no injuries. Sibling of patient fell in exam room and had an ear laceration, seen by pediatrician, laceration covered with Dermabond.

HIPAA/PHI due to patient information sent to private email not encrypted by contracted provider, CAP by contracted company.

Medication variance related to wrong dose provided, cancelled prescription not marked as file when new order placed in hospital. Pharmacists educated and working with software vendor for solution.

Twenty-five patient care occurrences. Opportunities identified when patient was not kept on the phone after positive CSSRS screening. Re-education of MA, provider and clinic staff. Patient later contacted and had self-reported to ED. Modified alert for positive CSSRS related to tele visits. Eighteen reports of patients transferred to higher level of care due to clinical presentation. Physician referred patient to SW for BA, SW evaluated patient, shared with medical director. One documentation issue. EVS called for employee not feeling well. Three patients refused transfer to ED.

Two safety occurrences. Door issue reported to facilities and repaired. Employee sent to employee health for possible exposure.

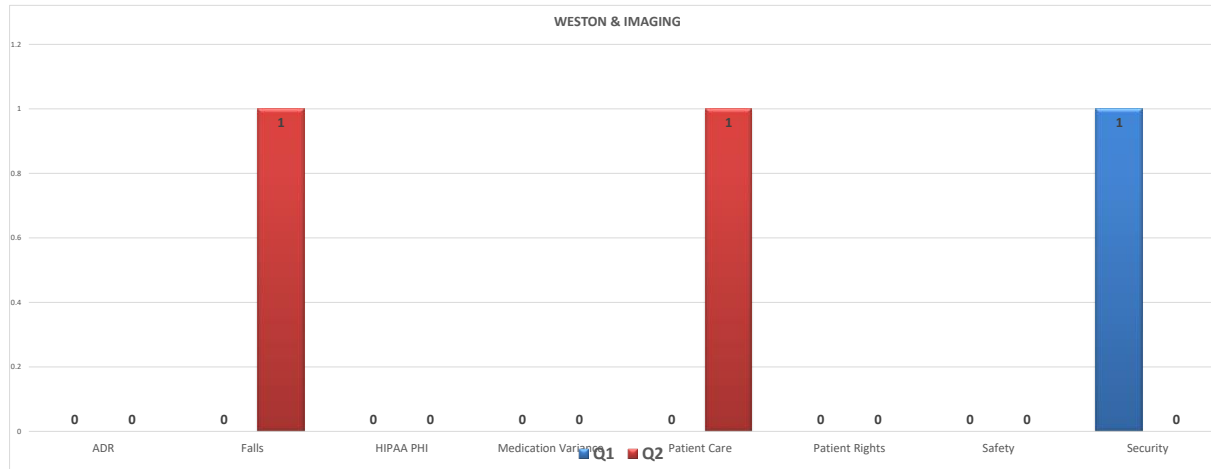
Eighteen security events. Five patient disruptive behaviors. Patient stolen dental instrument, suggested tools not pulled out till dentist is present. Patient verbal abuse de-escalated by clinic supervisor. Employee car damage reported to police. Three security presence requested for safety. One car stolen from parking lot retrieved by police. Issue with door reported to facilities. One wall damage/vandalism reported to facilities for repair. Roof damage reported to facilities. Two trespassing reports. Unlocked door during rounds.

Lab related to prenatal results pool messages pending review. RCA conducted, and action plan implemented to prevent reoccurrence. No harm to patients.

Two infection control reports. Patient presented to clinic with active shingles, BHCS IP contacted for appropriate follow up. Patient did not mention she was COVID positive till seen by provider.

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 2

WESTON & IMAGING	Jan	Feb	Mar	1st Qtr	Apr	May	June	2nd Qtr	Total CY22
ADR				0				0	0
Falls				0	1			1	1
HIPAA PHI				0				0	0
Medication Variance				0				0	0
Patient Care				0	1			1	1
Patient Rights				0				0	0
Safety				0				0	0
Security		1		1				0	1
Totals	0	1	0	1	2	0	0	2	3



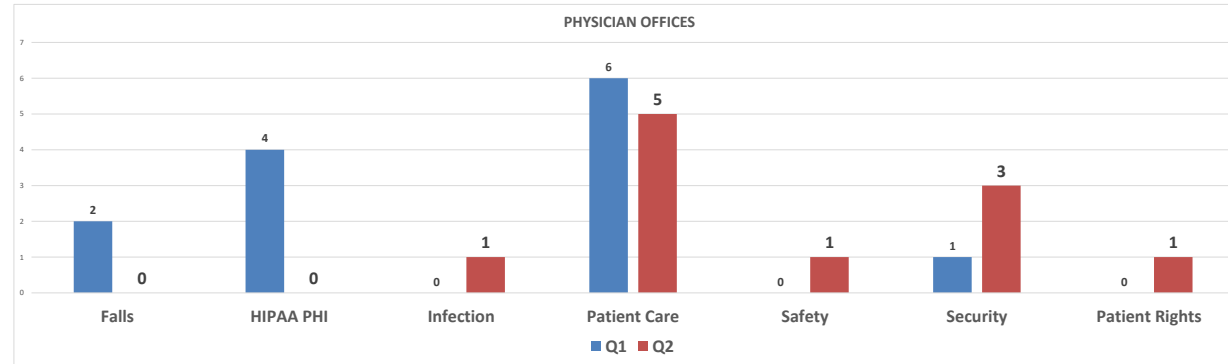
Total of 2 events reported.

Visitor fall at Weston lobby while ambulating with walker, visitor and her daughter refused transport to hospital, no environmental hazards.

Patient blacked out during pre-injection of CT contrast, 911 called but patient recovered.

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 2

PHYSICIAN OFFICES	Jan	Feb	Mar	1st Qtr	Apr	May	June	2nd Qtr	Total CY22
Falls		2		2				0	2
HIPAA PHI		2	2	4				0	4
Infection				0		1		1	1
Patient Care	3	3		6	1	3	1	5	11
Safety				0		1		1	1
Security			1	1		2	1	3	4
Patient Rights				0		1		1	1
Totals	3	7	3	13	1	8	2	11	24



Total of 11 occurrences.

Employee slipped from chair, no injuries.

Infection event due to patient presenting to office with bed bugs, employee health notified, and exterminator services completed.

Four patient care occurrences. Two physicians requested police to go to patient homes due to patients' statements over the phone, patients not BA by police, office follow up calls made to patients who were stable after occurrences. EMS called for patient presenting AMS. Physician reported aggressive behavior from patient, termination of physician-patient relationship letter sent due to safety concerns. Two patient disruptive behaviors.

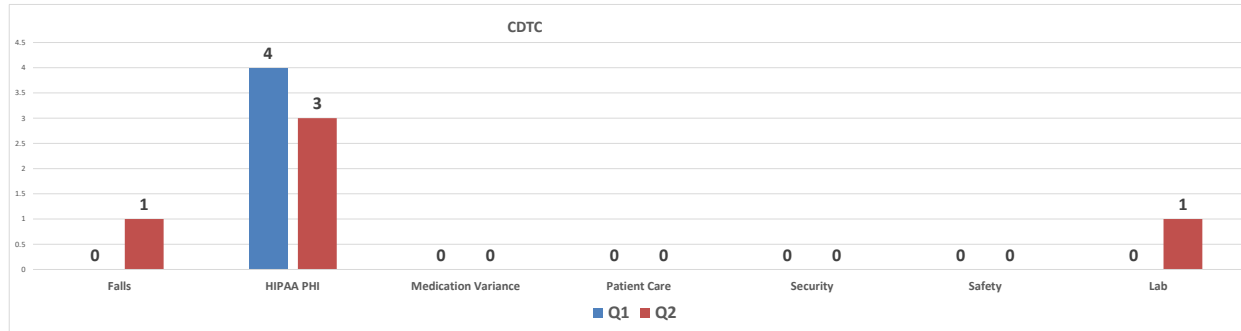
Safety concerns related to mold in office, safety officer arranged for air quality assessment, cleaning of areas and ventilation assessment. Report of air quality was within acceptable parameters, but leadership is working on moving office to another location.

Three security reports. Employee and family domestic situation reported, instructed to call security dispatcher or police if needed. False physician letters received by patient's employer, police report completed.

Patient rights related to patient refusing to sign General Consent for treatment and asking for modifications to form, process explained to patient.

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 2

CDTC	Jan	Feb	Mar	1st Qtr	Apr	May	June	2nd Qtr	Total CY22
Falls				0		1		1	1
HIPAA PHI		3	1	4	1	1	1	3	7
Medication Variance				0				0	0
Patient Care				0				0	0
Security				0				0	0
Safety				0				0	0
Lab				0		1		1	1
Totals	0	3	1	4	1	3	1	5	9



Total of 5 occurrences reported.

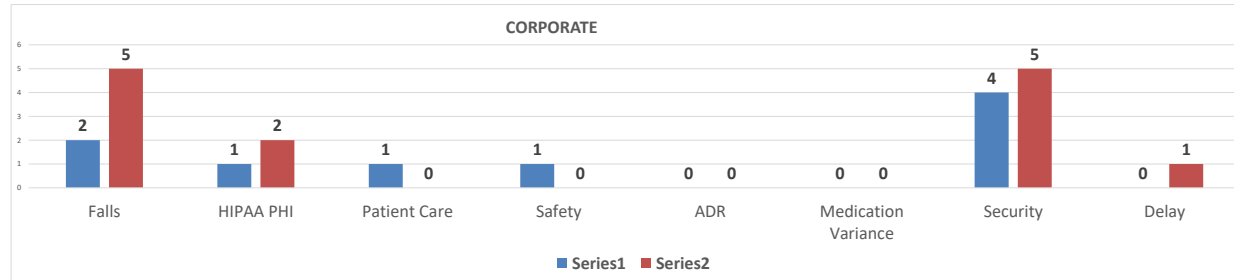
Early Steps child fall while running, no injuries.

Three HIPAA/PHI events. Two IFSP forms sent to wrong insurance. One IFSP form found on floor outside CDTC, mother notified.

Laboratory report due to CDTC patient seen at CEB Prenatal who was not aware of test results until follow up visit. No harm to patient. Action plan discussed under CHS reports.

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 2

CORPORATE	Jan	Feb	Mar	1st Qtr	Apr	May	June	2nd Qtr	Total CY22
Falls		1	1	2	3	2		5	7
HIPAA PHI			1	1			2	2	3
Patient Care			1	1				0	1
Safety	1			1				0	1
ADR				0				0	0
Medication Variance				0				0	0
Security	2	1	1	4	3	2		5	9
Delay				0	1			1	1
Totals	3	2	4	9	7	4	2	13	22



Total of 13 reports.

Five falls. Four employees and one visitor. One employee slip on liquid in front of elevator at BHMC garage, RM informed. Employee fell in bathroom due to clinical condition, 911 called. Employee slid from chair and another tripped. Visitor fall at Nova Eye Institute, tenant's space. No reported injuries.

Two HIPAA/PHI. Patient information shared with her mother without her consent during appointment confirmation call, corrective action process and retraining of employee, breach letter by compliance. One claim billed to Medicare in error, investigated by compliance.

Five security. BH van was hit outside BHCS, claims and insurance notified as well as BHCS RM. Employee reported car damage. Two disruptive visitors escorted outside. Visitor parking in employee's area.

Delay occurrence reported issue with communication between nurse connect, patient and 911. They are using workaround using Jabber for calls with 911 and patient. Five 9 agreement is for a 911 software beta tester product not integrated with BH systems. Meeting scheduled to review this finding.