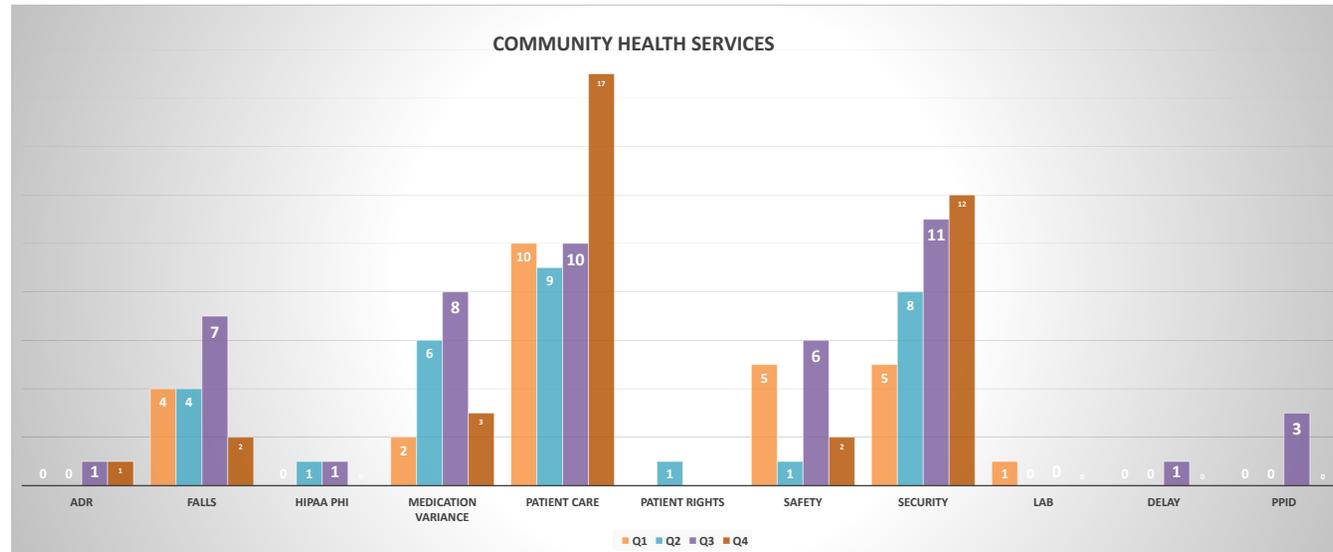


BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 4

COMMUNITY HEALTH SERVICES	Jan	Feb	Mar	1st Qtr	Apr	May	June	2nd Qtr	July	Aug	Sept	3rd Qtr	Oct	Nov	Dec	4th Qtr	Total CY19
ADR				0				0		1		1			1	1	2
Falls	2		2	4	2	1	1	4	3	3	1	7	2				2
HIPAA PHI				0	1			1			1	1					0
Medication Variance	2			2	4		2	6	1	2	5	8	1	2			3
Patient Care	4	4	2	10	3	1	5	9	9	1		10	6	9	2	17	46
Patient Rights				0	1			1				0					0
Safety	1	3	1	5			1	1	3		3	6	1	1			2
Security	2	2	1	5	2		6	8	4	2	5	11	3	4	5	12	36
Lab		1		1				0				0					0
Delay				0				0	1			1					0
PPID				0				0	1		2	3					0
Totals	11	10	6	27	13	2	15	30	22	9	17	48	13	16	8	37	142



Total of 37 occurrences.

ADR related to patient reporting dry cough to pharmacist after new medication started (Ramipril). Physician contacted patient.

Two falls. One patient found on floor outside of building, patient stated his knees gave up causing him to fall, no injuries. Visitor observed falling while walking across the lobby, refused assistance and left without providing information, no environmental hazards noted.

Three medication variances. Near miss related to wrong vaccine entered in system and prepared but not administered at pharmacy. Vaccine chosen based on verbal communication instead of written order. Team instructed to check powerchart or ScriptPro for an order from the prescriber. Incident will be discussed during pharmacy upcoming CQI meeting. Wrong frequency dispensed for antihypertensive as a result from transcription and verification errors due to distraction. Wrong vaccine administered, similar labels stored on same shelf, vaccines placed in separate shelves, physician communicated error to patient.

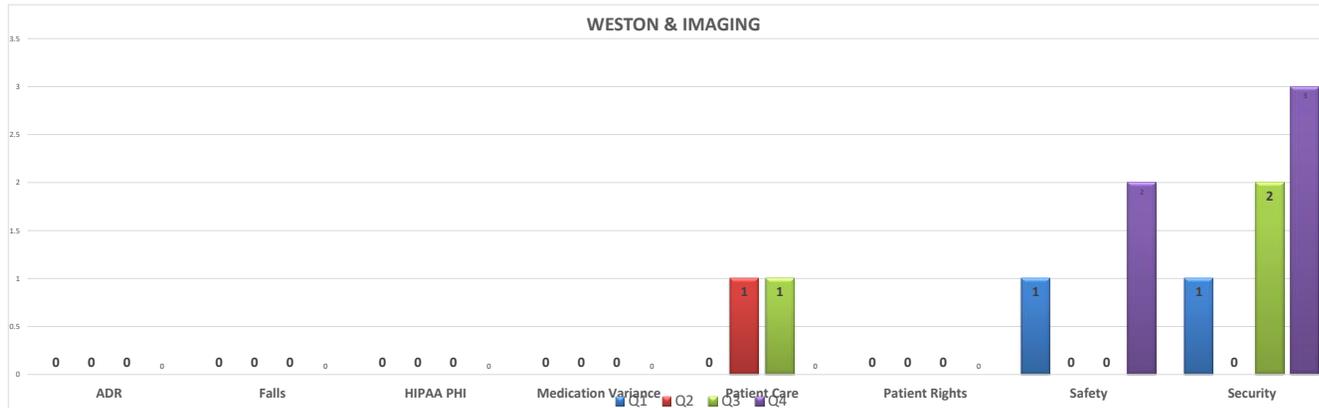
Seventeen patient care events. Patient misidentification at front desk noted and corrected, homeless patient without ID. Eight patients transferred to higher level of care due to medical condition. One patient refused transfer to higher level of care. One patient who had to be BA. AMAs.

Two safety reports. One false alarm, facilities working on replacing piece of equipment. One employee allegation of harassment handled by HR.

Twelve security reports. Two reports of aggressive behavior and verbal abuse at dental clinic related to same patient, meetings with leadership, care provided regardless of behavior with security presence due to grant with limited options, no further care at CEB. One visitor trespassing refusing to leave, police contacted. Property damage related to crack on pharmacy window. Security presence at dental clinic due to agitated patient. Verbal abuse over the phone for unidentified individual. Threat of violence. Vehicle accident. Individual found sleeping in bathroom after hours, security will continue to conduct a walkthrough of all areas before closing, waiting area bathroom door will be locked after last patient appointment if no other patients present, security schedule revised to ensure two guards are working at end of day. Three occurrences related to Encompass, leadership met with company and action plan provided.

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 4

WESTON & IMAGING	Jan	Feb	Mar	1st Qtr	Apr	May	June	2nd Qtr	July	Aug	Sept	3rd Qtr	Oct	Nov	Dec	4th Qtr	Total CY19
ADR				0				0				0				0	0
Falls				0				0				0				0	0
HIPAA PHI				0				0				0				0	0
Medication Variance				0				0				0				0	0
Patient Care				0	1			1		1		1				0	2
Patient Rights				0				0				0				0	0
Safety			1	1				0				0	1	1		2	3
Security			1	1				0		1	1	2	1	2		3	6
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>11</b>



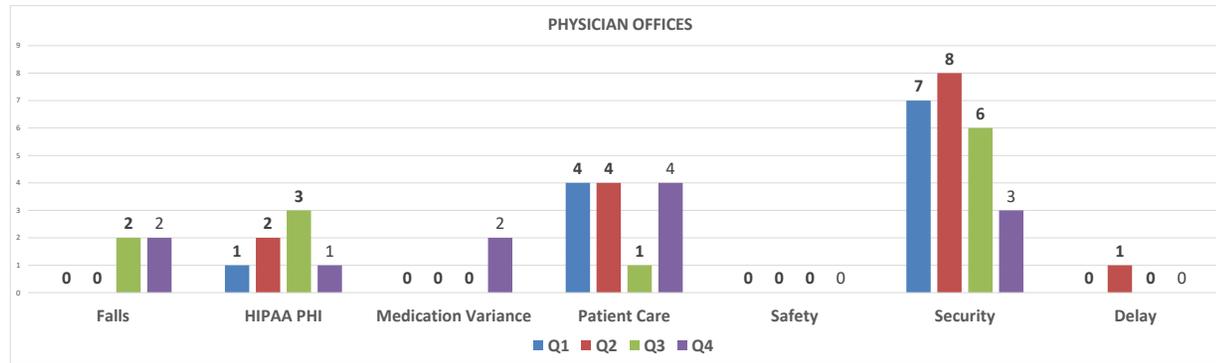
Total of 5 occurrences.

Two safety events. UCC door mechanism malfunction reported to facilities for follow up. Same with elevator door.

Three security occurrences. One related to UCC door not opening with employee badges, facilities notified. One combative and verbally abusive patient removed by security Duplicate).

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 4

PHYSICIAN OFFICES	Jan	Feb	Mar	1st Qtr	Apr	May	June	2nd Qtr	July	Aug	Sept	3rd Qtr	Oct	Nov	Dec	4th Qtr	Total CY19
Falls				0				0	1	1		2	1	1		2	4
HIPAA PHI	1			1			2	2	1		2	3		1		1	7
Medication Variance				0				0				0	1		1	2	2
Patient Care	1	1	2	4	2	1	1	4	1			1	3	1		4	13
Safety				0				0				0				0	0
Security	1	4	2	7	2	3	3	8	3	2	1	6		2	1	3	24
Delay				0		1		1				0				0	1
<b>Totals</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>12</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>15</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>12</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>12</b>	<b>50</b>



Total of 12 occurrences.

Two falls. One physician fell when missed stool while sitting, no injuries. 94 year old patient felt dizzy in bathroom suffering skin tear, evaluated by physician and transferred to hospital, CT without acute abnormalities.

HIPAA/PHI related to encounter created under wrong patient, charges corrected

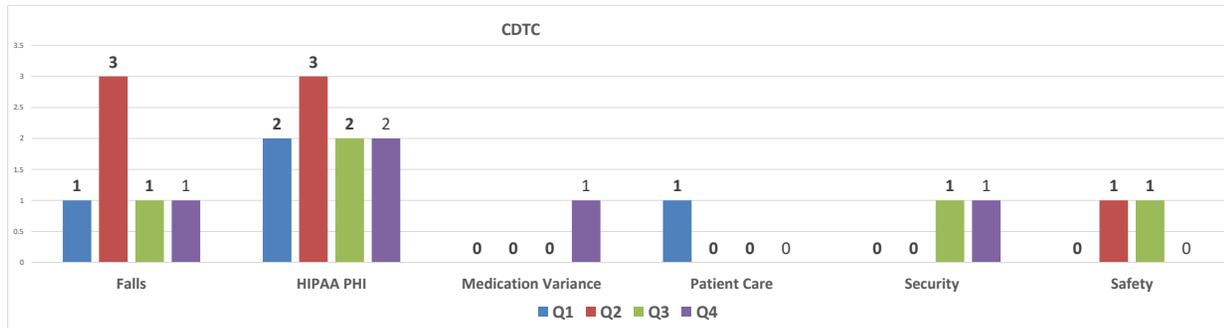
Two medication variances. Physician noted he prescribed medication BID instead of daily, patient was contacted and physician asked to update medication list in EMR accordingly. Duplicate DTA ordered by pediatrician, only Florida SHOTS checked, not BH chart. Mother informed, no harm. Physician and MA r e-educated.

Four patient care occurrences. One patient disruptive behavior. 911 called for physician medical emergency. One patient transferred to higher level of care due to hypertension. Holter bradycardia reported to physician for patient that was supposedly discharged from cardiologist care. Reviewed with physician and medical director, patient seeing another cardiologist, equipment company contacted.

Three security. One aggressive behavior from patient's mother. One disruptive patient. Processes and expectations reviewed by nurse managers. One car break in.

BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 4

CDTC	Jan	Feb	Mar	1st Qtr	Apr	May	June	2nd Qtr	July	Aug	Sept	3rd Qtr	Oct	Nov	Dec	4th Qtr	Total CY19
Falls			1	1	1	1	1	3		1	0	1	1			1	6
HIPAA PHI	2			2		3		3		2		2	2			2	9
Medication Variance				0				0				0			1	1	1
Patient Care		1		1				0				0				0	1
Security				0				0			1	1			1	1	2
Safety				0	1			1		1		1				0	2
<b>Totals</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>21</b>



Total of 5 occurrences. No occurrences in November.

Unwitnessed patient fall in hallway on her way to bathroom. Couple of drops found on floor upon inspection of area. Patient went to ED with c/o knee pain, x ray normal.

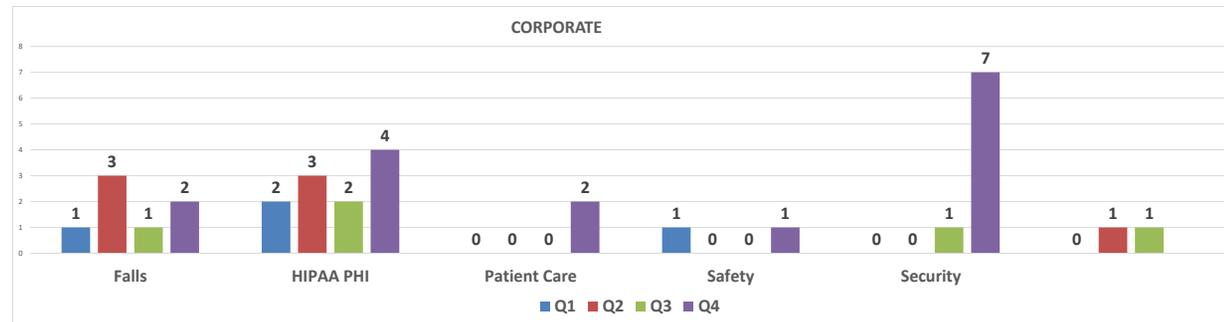
Two HIPAA/PHI. IFSP form sent to family with wrong patient information, breach letter sent to patient by compliance. Email sent to a parent instead of team member with other patient's name.

Medication variance related to duplicate vaccines. Physician gave VO to LPN for meningococcal B and HPV. Patient contacted, no harm. Huddle sheets are not to be used as a verbal order for the patients of the day, they are a guide only and could possibly change once the patient is seen. No staff will give any treatment, procedure, medication or vaccine without a valid written order from the physician in NG first. Charting should be done in real time while seeing the patient in the exam room. Providers and nursing should also review immunization chart prior to ordering and administering vaccines. Medical assistants (MA) and LPN's are not allowed to submit orders for providers.

Security related to phone verbal abuse of unknown person.

**BROWARD HEALTH AMBULATORY SERVICES - RISK MANAGEMENT QUARTERLY REPORT QUARTER 4**

CORPORATE	Jan	Feb	Mar	1st Qtr	Apr	May	June	2nd Qtr	July	Aug	Sept	3rd Qtr	Oct	Nov	Dec	4th Qtr	Total CY19
Falls	2	2	3	7	1	1		2			1	1	2			2	12
HIPAA PHI	1			1	5	1	1	7			3	3	1	2	1	4	15
Patient Care			1	1	3	1	6	10		1		1	1	1		2	14
Safety	1	2	1	4	2			2	1		2	3	1			1	10
Security	1		4	5	2			2	4	2	4	10	3	2	2	7	24
<b>Totals</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>18</b>	<b>13</b>	<b>3</b>	<b>7</b>	<b>23</b>	<b>5</b>	<b>3</b>	<b>10</b>	<b>18</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>16</b>	<b>75</b>



Total of 16 occurrences.

Two employee falls. One employee was not feeling well, 911 called, no injuries. Other tripper over own feet.

Four HIPAA/PHI. One involved allegation is that an employee at Broward Health Medical Center may have accessed a patient's electronic medical record (EMR) without authorization which was unsubstantiated by compliance. One complaint received by compliance. One report from compliance of potential PHI exposure related to CIOX. Email sent to wrong recipient, within BH.

Two patient care. Nurse connect employee reported MRR findings of patient expiration reported to supervisor and team to prevent further calls. One employee clinical emergency, 911 called.

Safety related to employee hit by door when someone on the other side was opening it, complained about shoulder injury and was instructed to contact employee health. Facilities not aware who requested doors at ISC to be frosted glass.

Six security occurrences. Security reported Spectrum 1800 door open, one visitor removed from ISC lobby, 911 called for employee medical emergency, facilities workorder for spectrum door locking mechanism