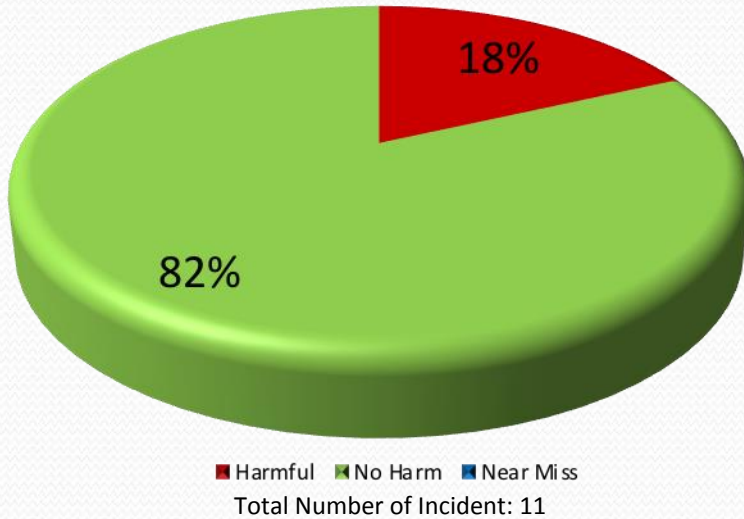


# CAREFIRST FHT CLIENT-RELATED INCIDENT REPORTING DASHBOARD (Q2)

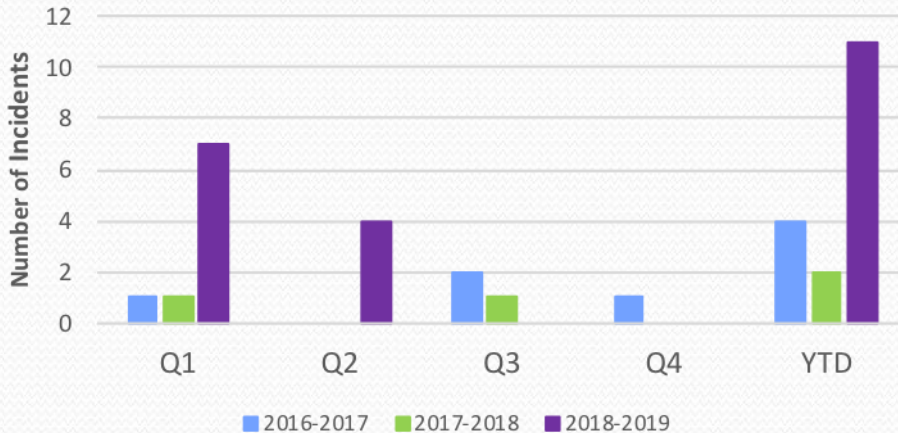
### Distribution of All Incidents (Q1+Q2)



### Distribution of Incidents Across Quarter (2018-2019)



### Number of Client-Related Incidents (Year-Over-Year Comparison)



### Nature of Incidents (Top 5)

Nature/Quarter	Q1	Q2	Q3	Q4	YTD
Total Incidents Reported	7	4	-	-	11
Falls	1	0	-	-	1
Confidentiality/Privacy Breach	1	3	-	-	4
Medication Error	1	0	-	-	1
Injury	1	0	-	-	1
Others	3	1	-	-	4

# CAREFIRST FHT CLIENT-RELATED INCIDENT REPORTING DASHBOARD

## Incident Category Analysis

Category/Quarter	Q1	Q2	Q3	Q4	YTD
Total Incidents Reported	7	4	-	-	11
Harmful	2	0	-	-	2
No Harm	5	4	-	-	9
Near Miss	0	0	-	-	0

## Incident Category: Harmful

Nature of Incident/Quarter	Q1	Q2	Q3	Q4	YTD
Total Harmful Incidents Reported	2	0	-	-	2
Falls	0	0	-	-	0
Confidentiality/Privacy Breach	0	0	-	-	0
Medication Error	0	0	-	-	0
Injury	1	0	-	-	1
Others	1	0	-	-	1

## Incident Category: Harmful

Root Cause/Quarter	Q1	Q2	Q3	Q4	YTD
Client Physical Condition	0	0	-	-	0
Client Cognitive or Emotional Condition	0	0	-	-	0
Staff Adherence to Protocol	0	0	-	-	0
Client Adherence to Protocol	0	0	-	-	0
Care Planning/Management Process	0	0	-	-	0
Client Monitoring Process	0	0	-	-	0
Communication with the Client System	0	0	-	-	0
Physical Environment	1	0	-	-	1
Equipment	0	0	-	-	0
Other	1	0	-	-	1

# CAREFIRST FHT CLIENT-RELATED INCIDENT REPORTING DASHBOARD

## Nature: Confidentiality/Privacy Breach

Root Cause/Quarter	Q1	Q2	Q3	Q4	YTD
Client Physical Condition	0	0	-	-	0
Client Cognitive or Emotional Condition	0	0	-	-	0
Staff Adherence to Protocol	1	1	-	-	2
Client Adherence to Protocol	0	1	-	-	1
Care Planning/Management Process	0	0	-	-	0
Client Monitoring Process	0	0	-	-	0
Communication with the Client System	0	1	-	-	1
Physical Environment	0	0	-	-	0
Equipment	0	0	-	-	0
Other	0	0	-	-	0

## Nature: Medication Error

Q1	Q2	Q3	Q4	YTD
0	0	-	-	0
0	0	-	-	0
0	0	-	-	0
0	0	-	-	0
0	1	-	-	1
0	0	-	-	0
0	0	-	-	0
0	0	-	-	0
0	0	-	-	0
0	0	-	-	0

## Nature: Falls

Root Cause/Quarter	Q1	Q2	Q3	Q4	YTD
Client Physical Condition	0	0	-	-	0
Client Cognitive or Emotional Condition	0	0	-	-	0
Staff Adherence to Protocol	0	0	-	-	0
Client Adherence to Protocol	0	0	-	-	0
Care Planning/Management Process	0	0	-	-	0
Client Monitoring Process	0	0	-	-	0
Communication with the Client System	0	0	-	-	0
Physical Environment	0	1	-	-	1
Equipment	0	0	-	-	0
Other	0	0	-	-	0

## Nature: Injury

Q1	Q2	Q3	Q4	YTD
0	0	-	-	0
0	0	-	-	0
0	0	-	-	0
0	0	-	-	0
0	0	-	-	0
0	0	-	-	0
0	0	-	-	0
0	1	-	-	1
0	0	-	-	0
0	0	-	-	0

# CAREFIRST FHT CLIENT-RELATED INCIDENT REPORTING DASHBOARD

Nature: Others

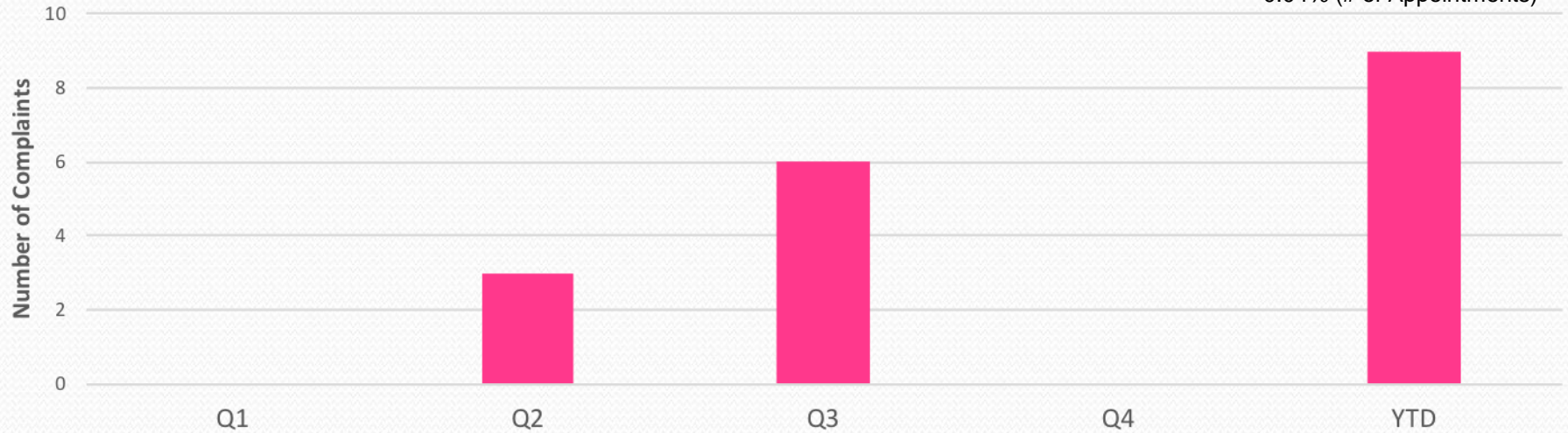
Root Cause/Quarter	Q1	Q2	Q3	Q4	YTD
Client Physical Condition	0	0	-	-	0
Client Cognitive or Emotional Condition	0	0	-	-	0
Staff Adherence to Protocol	1	1	-	-	2
Client Adherence to Protocol	0	0	-	-	0
Care Planning/Management Process	1	0	-	-	1
Client Monitoring Process	0	0	-	-	0
Communication with the Client System	0	0	-	-	0
Physical Environment	0	0	-	-	0
Equipment	0	0	-	-	0
Other	1	0	-	-	1

Summary of Select Root Cause Analysis: Staff Adherence to Protocol (Q1)

# CAREFIRST FHT COMPLAINT REPORTING DASHBOARD

## Number of Complaints Across Quarter (2018-2019)

Complaint Rate:  
0.13% (# of Patients)  
0.04% (# of Appointments)



## Category of Complaints

Nature/Quarter	Q1	Q2	Q3	Q4	YTD
Total	0	3	6	-	9
Attitude	0	0	0	-	0
Client Safety	0	0	0	-	0
Facility Management	0	0	1	-	1
Financial	0	0	0	-	0
Service Accessibility	0	1	1	-	2
Service Co-ordination	0	0	1	-	1
Staff Performance and Service Delivery	0	2	2	-	4
Other	0	0	1	-	1