SAIDEEP HEALTHCARE & RESEARCH PVT. LTD.

Detailed Table for Department-Specific Reportable Incidents, Reporting Requirements, Templates, and KPIs

Department	Reportable Incidents	To Whom to Report	Reporting Type	Template/Form	KPIs / OE
Emergency Department (ED) & Ambulance	Return to ED within 72 hours, Left Without Being Seen (LWBS), Leave Against Medical Advice (LAMA), Brought dead, Medico-legal cases, Code events, sentinel events.	ED Head, Quality Head, Local Authorities for Brought Dead cases	Internal & External	ED Incident Report Form	LWBS Rate, Return Rate to ED, Medico-legal Case Rate
Emergency Codes:	Code Blue (medical emergency), Code Yellow (mass casualty), Code Red (fire), Code Violet (violence), Code Pink (child abduction).	Security, Medical Director	Internal & External	Code Event Report	Code Response Time, Safety Compliance
Intensive Care Unit (ICU)	VAP, CAUTI, CLABSI, mortality, sentinel events, self-removal of lines/catheters.	ICU Head, Quality Head	Internal & External	ICU Infection Report, RCA Form	VAP, CAUTI, CLABSI Rates, Mortality Rate

Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar		Dr.S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	

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Inpatient Wards	Pressure ulcers, patient falls, DVT, SSI, re-intubation, return to ICU within 48 hours, LAMA, death notifications to local authorities.	Ward Manager, Local Authorities	Internal & External	Incident & Mortality Notification	Fall Rate, Pressure Ulcer Rate, Mortality Rate
Operation Rooms (OR)	Surgical errors, retained foreign bodies, adverse anesthesia events, WHO Surgical Checklist non-compliance.	OR Head, Anesthesia Head, Quality Head	Internal & External	OR Incident & Checklist Compliance Form	Surgical Safety Compliance, Wrong-site Surgery Rate
Anesthesiology	Adverse anesthesia events, dose errors, change in anesthesia plan, sedation-related incidents.	Anesthesia Head, Quality Head	Internal	Anesthesia Incident Report	Anesthesia Complication Rate, Pain Control Index
Labor Room	Maternal/neonatal complications, emergency cesarean delays, stillbirths, birth/death notifications to local authorities.	OB-GYN Head, Pediatric Head, Local Authorities	Internal & External	Labor Room Incident Report	Maternal Mortality, Stillbirth, Neonatal Mortality

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NICU	Infections, ventilation issues, medication errors, mortality, birth and death notifications.	NICU Head, Local Authorities	Internal & External	NICU Mortality & Infection Report	Neonatal Mortality Rate, VAP Rate in NICU
Dialysis Unit	Circuit issues, adverse reactions, equipment malfunctions, heparin errors.	Dialysis Head, Quality Head	Internal	Dialysis Incident Report	Infection Rate, Adverse Event Rate in Dialysis
Cathlab	Vascular injuries, contrast reactions, radiation exposure hazards, equipment malfunctions.	Cathlab Head, AERB	Internal & External	Cathlab Incident & AERB Report	Radiation Safety Compliance, Reaction Rate
Radiology (MRI, CT, X-ray, USG)	Radiation overexposure, MRI quenching, contrast reactions, equipment failures, delay in reporting.	Radiology Head, AERB	Internal & External	Radiation Incident & AERB Report, MRI Quenching Report	Radiation Compliance, Imaging Safety Rate
Exercise Stress Test	Complications, equipment failure.	Cardiologist, Quality Head	Internal	Stress Test Incident Report	Safety Compliance Rate
Neurodiagnostics (EEG, EMG,	Equipment failures, incorrect placement, adverse patient	Neurophysiology Head	Internal	Neuro Diagnostics	Procedure Accuracy Rate

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NCV)	reactions.			Incident Report	
CSSD	Sterilization issues, instrument recalls, contamination events.	CSSD Head, OR Head	Internal	CSSD Incident & Recall Report	Sterility Compliance, Instrument Availability Rate
Facility Management	Power outages, fire hazards, environmental safety risks.	Facility Head, Quality Head	Internal	Facility Incident Log	Safety Compliance Rate, Downtime Reduction
Security Department	Unauthorized access, patient elopement, Code Violet.	Security Head	Internal	Security Incident Report	Security Incident Rate
Blood Storage Centre	Transfusion reactions (report to HvPI), storage deviations, wrong blood transfusions.	Blood Bank Head, HvPI	Internal & External	Blood Storage Incident Report	Transfusion Reaction Rate, Storage Compliance
Pathology Lab	Labeling errors, sample contamination, delayed reporting, notifiable diseases.	Pathology Head, Local Health Authorities	Internal & External	Lab Incident & Notifiable Disease Report	Turnaround Time, Test Accuracy Rate
IVF Lab and ART Bank	Contamination, gamete loss, equipment malfunctions.	IVF Head	Internal	IVF Incident Report	IVF Success Rate, Contamination Rate

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Psychiatry Ward	Adverse events in ECT, use of physical restraints, patient elopement, Code Violet incidents.	Psychiatry Head, Quality Head	Internal & External	Psychiatry Incident Report	Restraint Use Rate, ECT Adverse Event Rate
Medical Record Department	Data breaches, unauthorized access, delayed record retrievals.	Medical Records Head	Internal	Data Breach & Retrieval Report	Confidentiality Compliance
Insurance Claims Department	Claim rejections, billing discrepancies, patient disputes.	Insurance Head, Accounts Head	Internal	Insurance Discrepancy Report	Billing Accuracy, Claim Processing Time
IT Department	System downtime, data breaches, cybersecurity incidents.	IT Head	Internal & External	IT Incident Report	Uptime, Data Security Compliance
Accounts & Billing Department	Billing errors, unauthorized waivers, patient complaints.	Accounts Head	Internal	Billing Error Report	Billing Accuracy Rate
HR Department	Staff conflicts, harassment,	HR Head	Internal &	HR Incident	Attendance Compliance,

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	needle stick injuries, blood/body fluid exposures (report to safety office).		External	Log	Incident Reduction
Nursing Department	Treatment errors, falls, needle stick injuries, blood/body fluid exposures.	Nursing Head, Safety Office	Internal	Exposure & Fall Report	Exposure Incident Rate, Fall Rate
Quality Department	Audit delays, RCA delays, sentinel events.	Quality Head	Internal	Quality Incident Report	RCA Completion Rate
Training Department	Simulation issues, training compliance lapses.	Training Head	Internal	Training Incident Report	Training Completion Rate
Legal & Compliance Department	Non-compliance with statutory guidelines, litigation cases.	Compliance Officer	Internal & External	Compliance Incident Report	Compliance Rate
Biomedical Department	Equipment malfunctions, recalls, delayed repairs.	Biomedical Head	Internal & External	Equipment Incident Report	Downtime Rate, Calibration Compliance
Pharmacy	1. **Medication Dispensing Errors**: Incorrect medications	Pharmacy Head, Quality Head	Internal	Pharmacy Incident Report	Medication Error Rate

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SAIDEEP HOSPITAL

HOSPITAL MANUAL

Detailed Table for Department-Specific Reportable Incidents, Reporting Requirements, Templates, and KPIs

Department	Reportable Incidents	To Whom to Report	Reporting Type	Template/Form	KPIs / OE
	or dosages dispensed to patients.			Form	
	2. **Adverse Drug Reactions (ADR)**: Observed or reported ADRs (to be reported to PvPI).	Pharmacy Head, PvPI	Internal & External	ADR Report Form	ADR Rate
	3. **Drug Recalls**: Recall of drugs from inventory due to contamination, potency issues, or regulatory alerts.	Pharmacy Head, Quality Head	Internal & External	Drug Recall Notification Form	Recall Compliance Rate
	4. **Expired Stock**: Identification and removal of expired stock, ensuring it is not dispensed.	Pharmacy Head, Inventory Head	Internal	Expired Stock Report	Expired Stock Incidence Rate
	5. **Stock-out Incidents**: Instances of essential drugs being unavailable due to inventory mismanagement or supplier delays.	Pharmacy Head, Inventory Head	Internal	Stock-out Incident Report	Stock Availability Rate
	6. **Purchase-related Incidents**:	Pharmacy Head,	Internal &	Purchase	Procurement Timeliness,

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	Includes delays in purchase, wrong items received, vendor-related quality issues, and **Process Break** where purchasing from an alternative vendor was necessary due to supply or other issues.	Purchase Dept.	External (if regulatory)	Incident Log	Vendor Quality Index
	7. **Inventory Discrepancies**: Mismatch in physical and system stock levels indicating potential errors or theft.	Pharmacy Head, Inventory Control	Internal	Inventory Discrepancy Report	Stock Accuracy Rate, Inventory Reconciliation Compliance
	8. **Temperature Excursions**: Instances where temperature-sensitive medications are exposed to inappropriate conditions.	Pharmacy Head, Facility Head	Internal	Temperature Deviation Log	Cold Chain Compliance Rate
	9. **Controlled Substance Handling Issues**: Errors in handling, documenting, or storing controlled substances.	Pharmacy Head, Compliance Officer	Internal	Controlled Substance Incident Report	Controlled Substance Compliance

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	10. **Handling of Hazardous Drugs**: Mishandling or spillage of cytotoxic or hazardous drugs	Pharmacy Head, Safety Officer	Internal	Hazardous Drug Incident Form	Hazardous Drug Safety Compliance

Reference : NABH 5th Ed. ROM 5d

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