

Adverse Event Reporting vs Facilities Complaint/Reportable Event Investigations

Adverse Event (AE) Unit (DOH)

Facility

Facilities Investigations Unit (DOH)

Adverse Event

Click or Scan the Link

Facility notifies DOH within 48 hours of confirming an adverse event occurred

Facility conducts Root Cause Analysis (RCA) and Corrective Action Plan

Facility submits report to DOH within 45 days of event confirmation date

DOH collects, records, and reviews report data received

DOH publishes aggregate data quarterly with pattern/trend analysis dashboard

DOH meets with stakeholders annually to review pattern/trend analysis dashboard along with trending citations data from surveys/investigations

Serious Patient Care Event or Reportable Event Occurs within a facility

Facility consults WAC reporting requirements
(click or scan links for guidance)

Some events must be reported to BOTH Adverse Events AND HSQA

Does event meet reporting requirements?

NO

Facility is not required to report to DOH; follow internal policy to review event and implement safe guards as needed to prevent future events

DOH reserves the right to communicate with the facility regarding conclusions and to ask questions about RCA data received

DOH issues facility citation for failure to report Adverse Event

DOH issues citation(s) for WAC rule violations or pursues Enforcement Action against facility license

Facility responds to citations, pays Fines, or seeks hearing regarding facility license

Reportable Event

Click or Scan the Link

DOH receives complaint/reportable event about patient safety at facility

Case Management Team reviews complaint/reportable event

Open or close complaint/reportable event?

OPEN

CLOSE

DOH Investigator enters facility to review complaint/reportable patient safety event

DOH records complaint/reportable event and closes case

YES

Did complaint/reportable event meet AE reporting requirement?

YES

Did facility report AE to DOH?

NO

YES

Did facility violate any RCW/WAC rules?

YES

NO

DOH closes case with no further actions

