



## Unforeseen Events Reporting Committee

### Terms of Reference

#### **Mandate**

Reporting systems capture patient-safety concerns, hazards and/or incidents and are meant to trigger action, facilitate communication, response, learning and improvement. Establishing a reporting system and processes to support it, including identifying and spreading learning, is foundational to the safety of patients and incident management and essential to advancing a patient safety culture. The Unforeseen Events Reporting Committee (the “Committee”) shall review all Unforeseen Events that are reported in a dental practice, with the exception of dental practices that provide sedation services or that which occur in an accredited dental facility.

#### **Duties**

##### **Establish a reporting system:**

- Capture information about unforeseen incidents , patient-safety concerns, incidents and near misses, typically by completing a standardized electronic or paper form
- Consider establishing alternate reporting mechanisms such as telephone or verbal, particularly for incidents with a high potential for harm to ensure timely response
- Empower and support reporting of unforeseen events
- Incorporate best practices into the design of the reporting system whenever possible:
  - make the system user-friendly
  - limit the information required to what is essential and include a narrative portion to allow reporters to tell the story
  - acknowledge reports upon receipt conveying appreciation to the individual submitting the report
  - develop processes for the reporter to clarify the information submitted, if required
  - facilitate the review of the completed reports
  - create easy-to-use data extraction capability
  - ensure appropriate data confidentiality and security (including de-identification)
- Develop and/or review existing reporting policies, procedures, education and training to ensure dentists know what to report, how to report, and when to report:
  - emphasize that reporting is a positive action that contributes to the safety of patients
  - ensure roles and accountabilities around incident reporting are clearly delineated and that dentists are familiar with reporting procedures and tools
  - clearly communicate what happens to the information once it is entered into the reporting system
- Evaluate whether there are adequate resources (including technical and administrative) to maintain the reporting system and its related processes including data analysis, follow-up, and system oversight



- Report on the adequacy of resources to the Registrar
- Address potential organizational barriers to reporting:
  - cultivate a patient-safety culture, specifically addressing the potential fears associated with reporting, authority gradient, and the risk of reprisal

#### **Optimize and share learning from reporting systems:**

- Analyze data from the reporting system to identify gaps in the safety of patients
- Integrate reporting system information with other data sources to anticipate and mitigate clinical risk and system vulnerabilities as well as to identify system strengths
- Provide updates on lessons learned and improvements made as a result of reporting as part of routine processes, e.g. regular agenda item at board meetings, “good catch” stories in the Updater, summaries presented at society visitations
- Consider sharing lessons learned with patients, families, communities, public and tailor communication to the needs of the specific audience, e.g. quantitative analyses, patient stories, trend summaries, poster campaigns, social media, blogs
- Evaluate the effectiveness of the reporting system and its related feedback mechanisms on a regular basis and make improvements
- Update the data elements collected to ensure relevance and incorporate identification of emerging issues
- Link with the Continuing Competence Committee for the purpose of designing possible learning opportunities for the dentist
- Provide a report directly to the Registrar upon completion of each review of an unforeseen event

#### **Decisions**

The members of the Committee will strive for agreement on all matters before it. The Committee will approach issues in a constructive and collaborative manner and will work to ensure ongoing interaction and cooperation.

Failing agreement, the Committee members will attempt to reach a consensus. There will be no voting and decisions will not be binding but rather directional.

#### **Composition**

The Committee will be composed of three (3) regulated members. The Chair of the Committee will be chosen by the President. The CDSA President and CEO are Ex-Officio members of the Committee.

**Service Term**

The Committee member once appointed will serve for a five year term unless the member resigns in writing prior to completing the term. A member of the Committee continues to hold office after the expiry of the member's term until the member is reappointed or a successor is appointed.

**Meetings**

The Committee will meet to discuss received reports of unforeseen events typically via teleconference and video-conference. Minutes of the meeting must be prepared for each meeting and the preparation of meeting minutes will be the responsibility of the Chair. The Chair must distribute the minutes to the members of the Committee which will then require approval at a future meeting. The Chair will also distribute the minutes to the Chief Executive Officer. The CDSA Administration will provide administrative and technical assistance in organizing meetings, including electronic meetings.

**Costs**

The CDSA will pay the cost of travel and accommodation if required according to the approved CDSA policy. The CDSA will be responsible for the other related costs such as meeting room rental, meals during the meeting and audio visual equipment rental when required. Per diems will be paid to Committee members according to the CDSA Per Diem Policy.

**Reporting**

The Chair of the Committee reports directly to the Chief Executive Officer. The Chair of the Committee will provide monthly reports of all of their activities to the Chief Executive Officer. The Committee will provide an annual report of all of their activities, including but not limited to statistics related to the number and type of unforeseen events occurring. The annual report will be provided to the Chief Executive Officer.

**Staff Support**

Staff support for the Committee will be assigned by the Chief Executive Officer of the CDSA.

**Committee Members**

- Dr. Eduardo Kalaydjian, Chair