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Incident and Event Documentation in Healthcare



LHA Trust Funds Workplace
Violence Symposium

March 17, 2026



Agenda

01

Forms of Documentation

02

Incident Reports

03

Incident Report Review Exercise

04

Workplace Violence Incident Reporting Requirements

05

Incident Reporting Exercise



After today's presentation you should be able to:

- Articulate reasons, other than law and regulation, that reporting is valuable
- Understand the various forms of documentation that support the Incident Report
- Be able to recognize when an Incident Report is lacking important information
- Understand the additional information needed when completing an Incident Report for a Workplace Violence incident





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Let's First Talk About "The Why"





Why Hospitals Need a Comprehensive Incident Report Strategy

Revealing the True Extent

When reporting is made accessible and easy to do it often uncovers under-reported workplace violence or other safety issues by overcoming stigma and fear often associated with reporting.

Enhancing Staff Safety

Accurate reporting enables targeted safety interventions improving staff well-being and retention.





Why Hospitals Need a Comprehensive Incident Report Strategy

Fostering Culture of Safety

Consistent reporting and the subsequent sharing of data, normalizes speaking up and reduces stigma, reinforcing psychological and physical safety.

Supporting Prevention and Quality

Data-driven strategies aid early intervention and enhance patient safety and clinical quality.





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Now...Let's Discuss The Process





Forms of Documentation

Notebooks

Reports – Incident, DAR

Statements

Logs

Video files





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The Notebook

- Ensures **accuracy and accountability** in all incident documentation.
- Serves as a **reliable reference** for court testimony, aiding memory recall and reinforcing factual accuracy.
- Provides a structured and factual account of the incident, if summoned to court .
- Acts as a personal log to **refresh memory** and support consistent testimony.





Guidelines for Effective Observation and Note-Taking During Patrol

- Familiarization of Patrol Areas
 - Security Officers should develop a strong understanding of assigned areas. This familiarity will help Officers quickly recognize anything unusual or out of place.
- Utilization of Visual Memory and Documentation Tools
 - Taking mental snapshots of their surroundings and documenting key observations in the notebook can be essential in future investigations. Leverage available technology—such as the issued phone—to capture photographs when appropriate.
- Use Notebooks as a Critical Resource
 - The Security Officer's notebook is an essential tool that supports accurate report writing and aids in ongoing investigations.
 - Consistent and detailed note-taking enhances the reliability of documentation.
- Recognize the Value in Routine Observations
 - While many patrol activities may seem routine, these observations often provide crucial context or evidence for larger incidents. Anything out of the ordinary should be documented at least in the Notebook, if not on an official incident report.
 - Attentive Officers are Essential—what appears mundane may later prove significant.





Report Writing

Report writing is an everyday occurrence, and all relevant reports **must** be completed by end of shift.

Security Incident Reports - describe a **security event that puts people, property, or data at risk**. This can include incidents like theft , workplace violence, suspicious activity, or attempts to access private data.

Daily Activity Report (DAR) - a record of activities throughout the day, including patrols, incidents, observations, and equipment checks.

Documentation of recognized oddities may become important to future investigations.





Report Writing: Consistent and Effective

- Allows for reliable aggregation, comparison, and trend analysis across departments.
- Improves data integrity by reducing ambiguity and human error; avoid duplication and misclassification that skews data
- Supports accurate regulatory reporting: particularly important with WPV incidents
- Enhances the risk assessment and mitigation process by revealing patterns to allow targeted interventions
- Drives training and operational improvement by identifying most prevalent events and providing real-world information for scenario-based training
- Allows for the use predictive analytics to support proactive planning and early warning systems
- Facilitates cross-functional understanding between administration, clinical and security staff through easy to interpret dashboards





Essential Information for Incident Reports

- Correct categorization selected
- Type of incident (e.g., fire, patient aggression, missing property)
- Time of arrival on scene
- Factual observations:
 - Individuals present at the scene
 - Evidence discovered
 - Witness or involved party statements (audio recordings may be used where permitted)
- Suspect description
- Names and contact information
- Property descriptions





Additional Incident Report Inclusions

- Statements from witnesses, victims
- Diagrams, where necessary
- Evidence found, by whom, where, time found, and where it stored or was disposed
- Incident/case file number (provided by the police)
- CCTV or photograph information (tape/CD/DVD number and where stored)





Descriptive account

- “I saw the accused swiftly approach the concrete building known to me as the chemical plant. His shadow was distracting but I could make out his silhouette in the crisp moonlight. He moved his head toward the east and then the west, as if trying to sense the presence of danger.”

Factual report

- “I saw the accused approach the chemical plant. The accused looked left and right before approaching the window.”

The descriptive account develops a sense of drama, while the factual report documents what was seen. Reports written by security professionals must be **factual** records of events.





When to Complete An Incident Report

- As directed by policy and/or regulatory requirements
- When an event occurs that requires investigation
- To document an activity; unlocking doors, escorts, response to aggressive patient
- Any time emergency services are summoned
- Any time someone is arrested
- Any time you use any type of force against another person
- For incidents where a restraining device, firearm, or other weapon was used



Effective Incident Reports

Clear

Use a clear, straightforward, and uncluttered writing style. A well-written report should not only be easy to understand but should also leave no room for misinterpretation.

Concise

Provide the right amount of information—no more, no less. Eliminate unnecessary words while ensuring that all critical details are included.

Complete

A report serves as an official record and must contain all the information necessary for the reader to fully understand the incident or case.

“If this report were the only record of the incident and I were no longer available to explain it, would it fully and accurately convey what happened?”





Incident Reports Must Be

Consistent

Always document incidents using your designated notebook and maintain a consistent, professional writing style. Developing disciplined note-taking practices is critical to ensure accuracy, reliability, and uniformity in all security incident reports

Accurate

All reports must be strictly factual and fully accurate. No information is to be added or omitted under any circumstances. Even minor deviations—regardless of intent—can lead to serious consequences. It is essential to document events exactly as they occurred, without interpretation or alteration.





Other Documentation

Statements - Witness statements provide firsthand accounts of incidents, capturing observations that can impact the case's outcome significantly. Because they may be crucial evidence in legal cases, obtaining them in a timely manner is essential.

Logs – Sign out sheets for equipment or sign in sheets for visitors are examples of the types of Logs maintained by many organizations.

Video Files – CCTV cameras, cell phones cameras, body-worn cameras and other sources may provide recorded files that contain relevant evidence or information.



Incident Report Review Exercise





Scenario:

Aggressive Patient in Radiology Department

Setting: Cajun Country Hospital, Radiology Department

Thursday, 3:15 PM

Background:

- A male patient, age 46, was waiting for a scheduled CT scan. He had been in the waiting area for approximately 45 minutes. Staff noted signs of escalating agitation, including pacing, loud muttering, and repeated demands to "get this over with." Patient has a known history of behavioral health issues and is flagged in the EMR for prior incidents involving verbal hostility.

Incident:

- A radiology tech called Security after the patient slammed a chair into a wall and began shouting profanities at staff, accusing them of delaying his care on purpose. When Security arrived, the patient was standing near the reception desk, visibly agitated, and making threatening remarks such as, "You're all gonna pay for this!" Security de-escalated the situation through verbal intervention and directed the patient to return to the waiting area. One staff member reported feeling physically threatened and left the area. No physical injuries were sustained, but property damage (cracked drywall and broken chair arm) was noted.





Incident Report Review

Date/Time of Report: Thursday (not sure of exact time)

Location: Radiology waiting room

Author: Officer J.

Narrative:

I was told some guy was acting crazy in the Radiology area so I went over there the patient was yelling and throwing stuff and clearly out of control. Staff looked scared and were kind of just standing around. I told him to knock it off and eventually he sat down after I talked to him there was a broken chair and some holes in the wall nobody got hurt that I saw. Not sure what set him off but it took a while to calm him down I think the guy's just got issues. Maybe next time schedule him earlier or something.





Was the Incident Report clear, concise and complete?



What questions did you have after reading the report? What else would you include?





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Workplace Violence Incident Reporting Requirements

Enhanced Reporting Elements for Healthcare
Workplace Violence Incidents





Clinical and Patient-Care Context Requirements

Identify Incident Participants

Accurately identify individuals involved, such as patients, visitors, staff, or contractors, for appropriate categorization and follow-up.

Document Patient Clinical Status

Record patient status at incident time including inpatient, emergency, behavioral health, or elopement risk to clarify care pressures.

Observe Clinical Behavioral Factors

Note objective signs like confusion, disorientation, or discomfort without diagnostic speculation to understand agitation causes.

Support Safety and Quality Improvement

Use detailed context to inform safety planning, risk mitigation, and interdisciplinary reviews for continuous healthcare quality improvement.





Workplace Violence Classification Standards

Standardized WPV Typology

Classify workplace violence using types such as patient-to-worker or staff-to-staff aggression for accurate reporting.

Behavioral Categories

Identify behaviors including verbal aggression, threats, physical assault, and sexual harassment for consistent incident reporting.

Impact on Intervention and Training

Classification guides intervention strategies and refines training programs based on prevalent aggression forms in departments.

Compliance and Communication

Clear classification supports regulatory compliance, resource allocation, and enhances communication across multidisciplinary teams.



Behavioral Description and Escalation Patterns

Document Observable Behaviors

Objective descriptions of actions like pacing, yelling, or clenched fists help identify escalation patterns accurately.

Identify Triggers and Stressors

Recognizing factors like denied requests or environmental stressors aids in understanding event foreseeability.

De-escalation Techniques

Recording methods such as verbal redirection, calm tone, and increased distance evaluates response effectiveness.

Support Institutional Learning

Detailed documentation facilitates incident classification, legal review, and safety culture improvements.





Staff Impact and Safety Measures

Comprehensive Incident Documentation

Detailed recording of affected staff, injuries, and medical evaluations is essential for accurate incident reports and follow-ups.

Support and Recovery Measures

Providing counseling, modified duties, and debriefing supports staff well-being and helps sustain workforce retention.

Safety Assessment and Prevention

Analysis of incident data guides policy changes, security enhancements, and training to reduce future risks.

Organizational Accountability

Documenting impact fosters accountability by highlighting effects on morale, mental health, and job performance.





Patient Impact and Clinical Consequences

Documenting Patient Injuries

Reports should detail visible wounds or discomfort with objective observations, excluding diagnostic interpretation.

Recording Clinical Interventions

Document medication use, behavioral interventions, or restraints to assess incident severity and protocol adherence.

Increased Patient Monitoring

Note use of behavioral watch, sitter assignment, or enhanced observation to ensure continuity of care.

Supporting Quality Assurance

Accurate documentation aids quality reviews, regulatory compliance, and trauma-informed care practices.





Use of Force and Clinical Interventions

Detailed Documentation Requirements

Document all types of force used with clear rationale based on safety and institutional policies.

Clinical Involvement and Monitoring

Include physician authorization and nursing assessments before, during, and after interventions.

Review and Training Implications

Use documentation to inform internal reviews and identify training needs in crisis management.

Ethical and Legal Accountability

Proper documentation ensures ethical care, legal compliance, and protection for staff and patients.





Environmental and Operational Factors

Unit Type Significance

Identifying unit types clarifies patient acuity, flow pressures, and security expectations to assess incident context effectively.

Staffing and Response

Staffing levels and security response times are crucial for understanding incident dynamics and de-escalation capabilities.

Environmental Contributors

Crowding, noise, room availability, and workflow disruptions increase patient and visitor frustration, raising aggression risks.

Operational Improvements

Documenting factors supports identifying vulnerabilities and implementing changes like layout adjustments and triage improvements.





Visitor Management and Access Control Details

Visitor Screening and Documentation

Proper screening, badging, and sign-in are essential to prevent unauthorized access and support incident reporting.

Prohibited Items and Incident Reporting

Recording discoveries of contraband or weapons helps trigger procedural reviews and law enforcement collaboration.

Visitor Restrictions and Controls

Visitor removals, privilege revocations, and supervised visitations enforce safety and compliance with policies.

Risk Mitigation and Policy Improvement

Documenting behavior trends enables improvements in screening, training, and facility design to reduce risks.





Notifications and Escalation Pathways

Clinical Leader Notifications

Notifying clinical leaders like charge nurses and attending physicians ensures immediate operational and patient-care decisions.

Administrative Reporting

Reporting to risk management, HR, and compliance ensures investigations and follow-ups comply with policies.

Law Enforcement and Mandatory Reporting

Contacting law enforcement and recording case numbers supports legal documentation and mandatory abuse reporting.

Benefits of Thorough Documentation

Complete documentation promotes transparency, timely coordination, and identifies communication bottlenecks in response.



Follow-Up Actions and Safety Planning

Immediate Corrective Actions

Actions such as patient relocation, staff reassignment, and enhanced security restore safety promptly after incidents.

Behavioral Care Documentation

Adding behavioral care plans and safety alerts to patient charts ensures continuity and informs future interventions.

Long-Term Safety Planning

Follow-up documentation identifies needs for training, workflow redesign, and environmental improvements to prevent recurrence.

Culture of Safety

Transparent documentation supports a safety culture, staff well-being, and accountability across teams.



Let's Revisit the Incident



- How would we enhance the original report through the lens of a WPV incident?
- At your table, recreate the incident report to meet the criteria
- Where information is needed but not provided in the synopsis, discuss how you would obtain that information and be prepared to discuss. Insert appropriate information that represents the type of information you would have obtained.
- Select a representative to present your completed Incident Report to the group.





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Group Presentations





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Questions?





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