

Quality Process Instruction Manual

Ornge Transportation Incident Process Instruction

1.0 Purpose:

To describe the process for investigating and resolving transportation-related incidents.

2.0 Scope:

This process instruction applies to:

- Ontario Health - Trillium Gift of Life Network (OH-TGLN)

3.0 Responsibilities:

Director Quality is responsible for:

- ensuring adherence to this process instruction by all pertinent employees
- ensuring communications is provided to Ornge
- reviewing action plans for Ornge-related incidents
- investigating and developing action plans for incidents caused by TGLN
- approving transportation incident reports

Quality Documentation Coordinator is responsible for:

- entering transportation incident information into Ornge CARE system
- sending incidents to Ornge and receiving follow-up incident follow-up emails from Ornge
- maintaining the active records of all outstanding incidents

Manager PRC – Organ and Clinical Service Coordinators are responsible for:

- notifying Quality Director of any transportation-related incidents from Ornge
- providing any required answers to questions, during the investigation



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4.0 Process:

- 4.1. Director Quality is notified about a transportation-related incident.
 - 4.1.1. Reviews the incident description
 - 4.1.2. Prepares a summary of the incident for the Quality Documentation Coordinator
- 4.2. Senior Quality Specialist inputs the required information into Ornge's CARE system.
 - 4.2.1. Identifies the required information per incident, as specified by Ornge
 - 4.2.2. Documents pertinent information onto a TGLN Transportation Incident Report form, CSF-9-108
 - 4.2.3. Submits incident information to Ornge to initiate the investigation
 - 4.2.4. Receives all Ornge-related email updates
 - 4.2.5. Maintains the file of all current incidents and closed cases
- 4.3. Ornge advises that they have a proposed action plan ready to review and they send it to the TGLN Quality Director
 - Action plan includes activities and requirement dates
 - Overall transportation incident is approved by a designated Ornge representative
- 4.4. Director Quality reviews the Transportation Incident Report and approves it and closes the investigation, if the Director Quality is satisfied. Otherwise, the Director Quality sends the report back to Ornge requesting further information.



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5.0 Records:

Record Name	Form No. (if applicable)	Record Holder	Record Location	Record Retention Time (as a minimum)
Transportation Incident Report	CSF-9-108	Quality Assurance Department	On-line	16 years

6.0 References:

- *Corrective and Preventive Action Procedure, QSP-14-1*