



**DEPARTMENT OF THE AIR FORCE
ANDREWS MEDICAL GROUP (AFMEDCOM)**

05 June 25

MEMORANDUM FOR ANDREWS MDG BENEFICIARIES

FROM: ANDREWS MDG/CC

SUBJECT: Never Events Policy

1. The Andrews Medical Group's approach to ensuring high-quality care is rooted in our belief to always do what is right for our patients. If a serious or harmful clinical event (Never Event*) or other any other DoD Reportable Event should occur in our facility, leadership is committed to the actions below:

- a. We offer our sincerest apology to the patient and/or family.
- b. We report the Never Event to The Joint Commission within 48 hours of awareness of the event.
- c. We perform a thorough and full evaluation of the actions surrounding the Never Event.
- d. We waive all costs directly related to the Never Event, in accordance with federal law.
- e. A copy of this policy is available to patients upon request.
- f. We offer an interview to patients and/or patients' legally authorized representatives (if they are willing and able) so that we may gather evidence for the evaluation.
- g. We inform the patient's and/or patients' legally authorized representatives of corrective action(s) taken. However, federal law prohibits our facility from disclosing any information from our quality reviews.
- h. We ensure a protocol is in place to provide support for any patient(s) or caregivers involved in a Never Event and make sur that the protocol is known to all caregivers and affiliated clinicians.
- i. We perform an annual review to ensure compliance with each element of a Never Event that may occur.

2. Never Events are defined by The National Quality Forum and include rare surgical or invasive procedures, products or devices, patient protection, care management, environmental, radiologic,

and potential criminal events. The most current list of never or Serious Reportable Event is found at: https://www.qualityforum.org/Topics/SREs/Serious_Reportable_Events.aspx

3. For any concerns or questions regarding Never Events within our facility, please contact our Patient Safety Office at 240-612-2457 or 240-612-2460

STACY G. FRIESEN, Colonel, USAF, NC
Commander