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| Team Name: Quality, Planning & Performance<br><br>Team Lead: Regional Lead - Quality, Planning & Performance<br><br>Approved by: Regional Lead – Corporate Services & Chief Financial Officer | Reference Number: ORG.1810.PL.006<br><br>Program Area: Quality, Planning & Performance<br><br>Policy Section: General |
| Issue Date: February 12, 2014<br><br>Review Date: March 27, 2019<br><br>Revision Date: November 2, 2022 | Subject: Recalls and Alerts |

*Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.*

**POLICY SUBJECT:**
Recalls and Alerts

**PURPOSE:**
To reduce and eliminate risks related to the use of equipment, food, medication and products that have been recalled by manufacturers, suppliers or government agencies.

**BOARD POLICY REFERENCE:**
Executive Limitation (EL- 2) Treatment of Clients

**POLICY:**
Southern Health-Santé Sud receives recall/alert notices from multiple external sources. An established process is in place in order to centralize /standardize recalls in the organization including affiliate and community owned not for profit proprietary sites. This approach ensures that the information is properly disseminated in a timely efficient manner to the appropriate departments thus promoting patient safety and reducing risk to individuals and the organization.

**DEFINITIONS:**
**Alert:** Notification regarding an urgent issue to be addressed.

**Alert with Action:** Notification regarding an urgent issue to be addressed with action required by site/facility/program.

**Alert without Action:** Notification regarding an urgent issue that is sent for information purposes. No response is required from site/facility/program.

**Designate:** The individual with the authority and responsibility to ensure recalls/alerts are managed in accordance with the policy.

**Recall:** A notification by a manufacturer/supplier for equipment, food, medication, and /or a product that has been identified as being defective and requires removal from circulation.

**PROCEDURE:**

1. All recalls and/or alerts if directly sent by a manufacturer to a facility/site/program are to be scanned to the intake email address recallalert@southernhealth.ca
2. All recalls and/or alerts are assessed on an individual basis, according to the type of recall/alert in conjuction with the Patient Safety Coordinator(s) and the responsible regional program lead/manager:
   - Regional Manager of Physical Plant Services for equipment
   - Regional Manager Nutrition & Food Sevices for food
   - Regional Manager of Pharmacy for medication
   - Manager-Fleet & Special Projects for products

   This is to determine if further action is necessary on a much larger scale by fanning out the recall/alert to other sites/services/programs.
3. The Patient Safety Coordinator(s) initiates a Southern Health Santé Sud Recall/Alert Form for internal dissemination.
4. Management of a Recall/Alert by type is outlined according to the specified checklists:
   - ORG.1810.PL.006.SD.01 - Management of a Recall-Alert Checklist for Equipment &/or Product;
   - ORG.1810.PL.006.SD.02 - Management of a Recall-Alert Checklist for Food;
   - ORG.1810.PL.006.SD.03 - Management of a Recall-Alert Checklist for Medication.

**PROCEDURE FOR ALERTS WITHOUT ACTION:**

Alerts received within the organization requiring no action/follow-up are communicated/ distributed for informational purposes. The following symbol is noted in the body of the email.


**SUPPORTING DOCUMENTS:**

ORG.1810.PL.006.SD.01 - Management of a Recall-Alert Checklist for Equipment &/or Product
ORG.1810.PL.006.SD.02 - Management of a Recall-Alert Checklist for Food
ORG.1810.PL.006.SD.03 - Management of a Recall-Alert Checklist for Medication

**REFERENCES:**

Accreditation Canada Qmentum - *Medication Management Standards* -(9.6); (12.7); (26.3) Date generated November 22, 2021 Ver.14

Accreditation Canada Qmentum - *Perioperative Services and Invasive Procedures Standards* - (4.2) Date generated November 22, 2021 Ver.14

Accreditation Canada Qmentum - *Reprocessing of Reusable Medical Devices Standards* - (14.6) (14.8) Date generated November 22, 2021 Ver.14

HIROC Risk Assessment Checklist - *Module 8 - Medication Adverse Events* 2016