

*Incident Management Training for
Service Providers*





IM Bulletin Review

- ◆ Why do we have incident management?
- ◆ The primary goal of an incident management system is to ensure that when an incident occurs, the response will be adequate to protect the health, safety and rights of the individual.

Identifying Incidents

- ◆ What is an incident?
- ◆ An incident is an event that affects or may endanger the health, safety or rights of an individual.

Reporting Responsibilities

- ◆ Why do we report incidents?
- ◆ Ensure adequate & timely response to:
 - protect and support the individual.
 - support direct care staff in caring for the individual.
 - Create incident histories which help us learn and respond to risks to individuals.

Reporting Responsibilities

- ◆ Who are we required to report incidents for?
 - Individuals registered with a county intellectual disabilities (ID) program.
 - Individuals who receive supports and services from facilities licensed by ODP.

Reporting Responsibilities

- ◆ When does an incident need to be reported?
 - When an incident occurs on the provider's premises, whether or not an individual is involved.
 - When an incident occurs in the community while the individual is the responsibility of the provider's employee, contracted agent or volunteer.

Reporting Responsibilities

- ◆ Who needs to report the incident?
 - The provider responsible for the individual at the time of the event reports the incident and conducts the investigation, if applicable.
 - If it can not be reasonably determined which provider is responsible, all providers aware of the incident should report and investigate.

Reporting Responsibilities

- ◆ If an incident occurs during the provision of services in the home, who is responsible to report?
 - Agency with Choice – Provider Agency.
 - Vendor-Fiscal Agent/Employer Model – Supports Coordination Organization (SCO).

Reporting Responsibilities

- ◆ All incidents need to be reported in Home and Community Services Information System (HCSIS) within 24 hours.
- ◆ Only Medication Errors and Restraints fall under the 72-Hour Reporting category with abbreviated HCSIS screens.

Classifying and Reporting Incidents

- ◆ An incident has both a Primary and a Secondary category.
- ◆ An incident is said to be classified when both the Primary and Secondary categories are selected.
- ◆ Some incidents require a Provider investigation while others require both a Provider and County investigation.

CATEGORIES OF INCIDENTS				
Primary	Secondary	Prov. Inv. Reg.?	County Inv. Reg.?	Site Level/ Individual?
Hospitalization	Illness-new	No	No	Individual
Hospitalization	Injury accidental	Yes	No	Individual
Hospitalization	Injury unexplained	Yes	No	Individual
Hospitalization	Illness-chronic / recurring	No	No	Individual
Hospitalization	Injury resulting from restraint	Yes	Yes	Individual
Emergency Room Visit	Illness-new	No	No	Individual
Emergency Room Visit	Injury accidental	No	No	Individual
Emergency Room Visit	Injury unexplained	Yes	No	Individual
Abuse	Physical	Yes	No	Individual
Abuse	Sexual	Yes	No	Individual
Abuse	Improper or unauthorized use of restraint	Yes	Yes	Individual
Individual to Individual Abuse	Physical	No	No	Individual
Individual to Individual Abuse	Sexual	Yes	No	Individual
Injury Requiring Treatment Beyond First Aid	Injury accidental	No	No	Individual
Injury Requiring Treatment Beyond First Aid	Injury Individual to Individual	Yes	No	Individual
Fire	ALL SECONDARY CATEGORIES	No	No	Both
Law Enforcement Activity	Individual Charged with a crime/under police investigation	No	No	Individual
Law Enforcement Activity	Individual victim of a crime	No	No	Individual
Law Enforcement Activity	Site crimes (vandalism, break-in, etc.)	No	No	Both
Law Enforcement Activity	Employee/Caregiver	No	No	Site Level
Law Enforcement Activity	Volunteer	No	No	Site Level
Law Enforcement Activity	Crisis Intervention	No	No	Individual
Law Enforcement Activity	Moving violation	No	No	Site Level

Reportable Incidents by PRIMARY CLASSIFICATION

- Abuse
- Death
- Disease Reportable to Dept. of Health
- Emergency Closure
- ER Visit
- Fire
- Hospitalization
- Individual to Individual Abuse
- Injury Requiring Treatment
- Beyond First Aid
- Missing Person
- Misuse of Funds
- Neglect
- Psychiatric Hospitalization
- Rights Violation
 - *Misused Restrictive Intervention
- Suicide Attempt
- Medication Error
- Restraint

Categorization Of Incidents

- ◆ At times, an incident will fall into more than one category.
- ◆ The Sequence of reporting, from page 15 of the Incident Management Bulletin, can help you to decide what the most appropriate category under which to file your report.

SEQUENCE OF REPORTING

24-Hour Reporting Primary Incident Category

Death

Suicide Attempt

Hospitalization

Psychiatric Hospitalization

Emergency Room Visit

Abuse

Individual to Individual Abuse

Neglect

Missing Person

Injury Requiring Treatment Beyond First Aid

Disease reportable to the Department of Health

Fire

Misuse of Funds

Rights Violation

Law Enforcement Activity

Emergency Closure



DEFINITION PRIMARY CLASSIFICATION

- ◆ **ABUSE:**
 - The allegation or actual occurrence of the infliction of injury, unreasonable confinement, intimidation, punishment, mental anguish, sexual abuse or exploitation.

DEFINITIONS

SECONDARY CLASSIFICATION

◆ ABUSE

- **Physical abuse:** An intentional physical act by staff or other person which causes or may cause physical injury to an individual, such as striking, kicking, applying noxious or potentially harmful substances or conditions to an individual.



DEFINITIONS SECONDARY CLASSIFICATION

- ◆ ABUSE
 - Psychological Abuse: An act, other than verbal, which may inflict emotional harm, invoke fear or humiliate, intimidate, degrade or demean an individual.

DEFINITIONS

SECONDARY CLASSIFICATION

◆ ABUSE

- **Sexual Abuse:** An act or attempted acts such as rape, incest, sexual molestation, sexual exploitation, or sexual harassment and inappropriate or unwanted touching of an individual by another. Any sexual contact between a staff person and an individual is abuse.



DEFINITIONS SECONDARY CLASSIFICATION

- ◆ ABUSE

- **Verbal Abuse:** A verbalization that inflicts or may inflict emotional harm, invoke fear or humiliate, intimidate, degrade, or demean an individual.

DEFINITIONS

SECONDARY CLASSIFICATION

- ◆ ABUSE

- Improper or unauthorized use of restraint: A restraint not approved in the individual support plan or one that is not part of an agency's emergency restraint procedure.

DEFINITIONS

PRIMARY CLASSIFICATION

- ◆ **INDIVIDUAL TO INDIVIDUAL (I to I) ABUSE**
 - An interaction between one individual receiving services and another individual receiving services resulting in the allegation or actual occurrence of the infliction of injury, unreasonable confinement, intimidation, punishment, mental anguish, sexual abuse, or exploitation.
 - I to I Incidents can be physical, verbal, psychological or sexual in nature. All sexual I to I incidents require an investigation.

TARGET IDENTIFIERS

- ◆ A **target** is the person who caused the incident to happen. The target is not the victim.
- ◆ For a consumer, use first and last initial of name and last 4 digits of SS# number. No spaces or punctuation. I.E.: JF1234.
- ◆ Do not use full names of targets in HCSIS incident reports. This applies to staff members as well.

DEFINITIONS

PRIMARY CLASSIFICATION

NEGLECT:

- The failure to obtain or provide the needed services and supports defined as necessary or otherwise required by law or regulation. This includes the failure to provide needed care such as shelter, food, clothing, personal hygiene, medical care, protection from health and safety hazards, attention and supervision, including leaving individuals unattended and other basic treatment and necessities needed for development of physical, intellectual and emotional capacity and well being. Include acts that are both intentional and unintentional regardless of the obvious occurrence of harm.

DEFINITIONS

PRIMARY CLASSIFICATION

MISUSE OF FUNDS:

- ◆ An intentional act or course of conduct which results in the loss or misuse of an individual's money or personal property. Requiring an individual to pay for an item or service that is normally provided as part of the individual support plan is considered financial exploitation and is reportable as a misuse of funds. Requiring an individual to pay for items that are intended for use by several individuals is also considered financial exploitation.

DEFINITIONS

PRIMARY CLASSIFICATION

RIGHTS VIOLATION:

- ◆ An act which is intended to improperly restrict or deny the human or civil rights of an individual including those rights which are specifically mandated under applicable regulations. Examples: unauthorized removal of personal property, refusal of access to telephone, privacy violations, confidentiality violation, etc. Does not include restrictions imposed by a court order or consistent with a waiver of licensing regulations.

DEFINITIONS

SECONDARY CLASSIFICATION

RIGHTS VIOLATION – MISUSED RESTRICTIVE INTERVENTION

- ◆ Includes restrictive procedures besides restraints (has own primary category). Utilization of restrictive interventions that the team has not approved and specified in a Restrictive Procedure Plan, violate an individual's rights. Providers report rights violations on the HCSIS Incident Management system. See ODP Communication Memo 080-12 for specifics on what is allowable (as per restrictive plan) and not allowable.

HCSIS REPORTING

How to write a HCSIS report:

- ◆ HCSIS reports should be clear and specific in describing what occurred, or what is alleged to have occurred.
- ◆ This information should be placed in the 'Incident Description' entry field in HCSIS.

Search

Individual Information:	Name:	SSN:	BSU #:	Reg. Cour
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Incident Information:	Incident ID:	Incident Date:	Primary Incident Nature:
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Go to: Incident Description

First Section : Incident Description

Please describe in detail exactly what happened during the incident. Include dates, times and all people involved including staff, include all relevant details prior to, during and after the incident. Indicate the current status of the individual. (Please save data at least every 10 minutes to prevent session expiration):*

Is incident location known? *

Relationship of the incident location to the individual (or site, for Site Level Incidents):

Location Detail:

Location Name (If any):

Address Line 1:

Address Line 2:

Address Line 3:

City:

State:

HCSIS REPORTING

- ◆ The 'Actions Taken To Protect Health and Safety' section should explain what was done to protect the consumer.
- ◆ You will also indicate here if the consumer was taken to the hospital or ER, if police were called, or if other supports were provided.

[Empty text box]

Was CPR administered? * No [v]

Were supports offered to the victim? * [v]

What services were offered to support the victim?

- Medical Attention Given
- Hospital
 - PCP
 - Assessment of Injury
 - Not Applicable

Police Contacted [v]

- Emotional Counseling
- Informal Counseling
 - Formal Counseling
 - Contacted Local Rape Crisis Center
 - Contacted Local Domestic Violence Provider
 - Not Applicable

Were there any other supports? [v]

Other Supports (Please Explain):

[Empty text box]

Reset Save

Save And Continue

HCSIS REPORTING

- ◆ Requirements for incident finalization
 - **Report Extension** – File for an extension if the final report cannot be completed within 30 calendar days.
 - **Additional Information/Optional Categorization Section** –Use this section to explain the reason for a late finalization. Also, use this section to clarify or correct information erroneously reported in the **First Section** of the incident report.

HCSIS REPORTING

- **Target Identifier** – Never use the target’s full name in any section of the incident report. When identifying the target in the **Target Information Section**, use the target’s first and last initials and last four digits of his/her Social Security Number.
- **Family Notification or Reason for Non-Notification** – Be sure to list the name of the family member who was notified regarding the incident. If family is not notified, list the reason for family non-notification.

HCSIS REPORTING

- **Reclassify the incident if needed.** For example, if an ER Visit became a hospitalization, correct that information in the Verification of Time and Categorization section in the HCSIS report.
- **Victim's Assistance -** Do not simply list 'Victims' Assistance was offered,' as this type of assistance does not exist. Provide a type or form of victims' assistance that was offered to help the victim process the incident.

HCSIS REPORTING

- ◆ Corrective Actions
 - Most incidents require a corrective action.
 - This should address what happened in the incident report, and be a change that may help to prevent the incident from happening again.
 - If there is no corrective action, your incident may be disapproved.



Questions?