



# Critical Incident and Mistreatment Reporting Quick Guide

<p><b>WHAT is a critical incident?</b>          A critical incident is an actual or alleged event that creates the risk of serious harm to the health or welfare of an individual receiving services; it may endanger or negatively impact the mental and/or physical well-being of an individual. The types of critical incidents that must be reported to your Case Manager/Case Management Agency include:</p> <ul style="list-style-type: none"> <li>◆ Any mistreatment or suspected mistreatment (abuse, neglect, exploitation) of the participant</li> <li>◆ Criminal activity by a participant receiving services of a HCBS waiver, including criminal offenses and parole/probation violations resulting in immediate incarceration</li> <li>◆ Damage or theft of a participant’s belongings or money</li> <li>◆ Injury or Illness that requires treatment beyond first aid, emergency medical treatment to preserve life or limb, emergency hospitalizations</li> <li>◆ Medication management errors which result in harm or adverse effect and require medical care</li> <li>◆ Missing person report regarding participant when safety to self and public is at risk</li> <li>◆ Unsafe Housing or Displacement of a participant due to natural event or environmental hazard and is at risk of eviction or homelessness</li> <li>◆ Any other serious issues that may not have a category of their own but fit definition of “critical incident”</li> <li>◆ Death- expected and unexpected death of a participant</li> </ul> <p>If any of these above incidents occur, please contact your Case Management Agency</p> <p>Contact name and number:</p>	<p><b>WHY is a critical incident reported?</b></p> <ul style="list-style-type: none"> <li>◆ The assurance of the health, safety and welfare of participants of the HCBS waiver is a condition of all Medicaid Waivers by the federal Centers for Medicare and Medicaid Services</li> <li>◆ States and contracted agencies are able to ensure health and safety of a participant through reporting and monitoring of critical incidents</li> <li>◆ To address serious events as they occur and assist in decreasing the likelihood of a recurrence</li> </ul>
	<p><b>HOW is a critical incident reported?</b></p> <ul style="list-style-type: none"> <li>◆ As soon as possible participants, families, and/or service providers are required to report incidents to their Case Management Agency/Case Manager</li> <li>◆ Case Management Agencies are required to immediately report critical incidents to the Department of Health Care Policy and Financing to guarantee the necessary steps have been taken to ensure the health and safety of the participant of the HCBS waiver</li> </ul>
<p><b>WHAT happens after a critical incident is reported?</b></p> <ul style="list-style-type: none"> <li>◆ Case Managers are required to address and assist in resolving concerns and implement systems to decrease the likelihood of a recurrence</li> <li>◆ The Department of Health Care Policy and Financing staff will use the information collected from critical incident reports to identify statewide and regional trends, develop relevant trainings and interventions to decrease the likelihood of a recurrence</li> </ul>	

**If you are experiencing a life-threatening emergency and require immediate attention, please CALL 911.**

**If you feel you have been a victim of, experienced, or the witness to mistreatment, abuse, neglect or exploitation, please contact:**

- Adult Protective Services in the county where you reside: [www.colorado.gov/cdhs/report-abuse-older-adult](http://www.colorado.gov/cdhs/report-abuse-older-adult)
- Child Welfare: <https://co4kids.org/>
- Colorado Child Abuse and Neglect Hotline: 1-844-CO-4-KIDS (1-844-264-5437)