



Critical Incident Report (CIR) Frequently Asked Questions

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Who is responsible for notifying the Department of critical incidents?

Case Management Agency (CMA) case managers are responsible for reporting critical incidents to the Department. Service providers should notify the appropriate Case Management Agency of all incidents and the case manager will evaluate and report all critical incidents to the Department.

Should a case manager enter a Follow up to a Critical Incident Report (CIR) if they are editing a CIR in response to a HCPF review?

Yes, the only way to stop the timeliness counter and prevent a CIR from going into "overdue" status is to submit a Follow up to the original CIR.

Should a Critical Incident Report (CIR) be completed even if it occurred outside the delivery of waiver services?

Yes, the responsibility of case managers to report critical incidents is to help assure the health and safety of individuals enrolled in services. Therefore, any time a case manager learns of a critical incident involving an individual receiving waiver services, (regardless of whether a waiver service was being provided when the incident occurred) a Critical Incident Report must be completed.

What should case managers do if they learn of a critical incident long after it occurred?

Case managers should report all critical incidents upon becoming aware of them. This will aid in the critical incident management process and help identify risks and trends which will help with prevention strategies for the individual receiving waiver services.



Should Critical Incident Reports be submitted when individuals exhibit behaviours that are typical for him/her (e.g. self-injurious behaviours)?

Individual situations should be assessed utilizing the definition and requirements of critical incidents. An important component of determining if an incident meets the definition of a critical incident is if the event creates immediate risk and/or serious harm to the health and welfare of the individual receiving waiver services. Therefore, case managers should evaluate all incidents accordingly and submit Critical Incident Reports when warranted.

Should a Critical Incident Report be made every time an individual receiving waiver services goes to the hospital?

No, scheduled medical procedures/surgeries should not be reported as a critical incident. Trips to the emergency room that do not meeting the criteria for emergent level of service and are screened out by emergency room staff should also not be reported as a critical incident.

Can a HCBS waiver participant be involved in the critical incident reporting process?

Yes, waiver participants must be advised of their rights and responsibilities in reporting critical incidents by their case manager. CIR Participant information documents are listed on the Department [Critical Incident Report web page](#).

What is the difference between a critical incident and a non-critical incident?

Critical incidents are serious in nature and pose immediate risk to the health, safety, or welfare of a waiver participant. Non-critical incidents are minor in nature and do not create a serious consequence or risk to the health, safety, or welfare to the waiver participant.

Should an urgent care visit be reported as a critical incident?

Some, but not all, urgent care visits may be considered critical incidents. If the urgent care visit is used for emergency medical treatment or serious medical condition (e.g., stroke, broken bone, lacerations that require stitches, heart attack, etc...), this would be considered a critical incident and should be reported as such. If the urgent care visit is used in lieu of a primary care visit (e.g., cold, strep-throat, bronchitis, etc.), this would not be considered as critical and a critical incident report should not be made.

Are sexually transmitted diseases (STD's) considered a critical incident that requires a Critical Incident Report?



No, having an STD on its own is not a critical incident. However, if abuse is suspected as the reason for contracting an STD then a Critical Incident Report should be submitted for the suspected abuse.

Are peer-peer critical incidents to be reported?

Yes, all critical incidents are required to be reported. Also, if the situation requires mandatory reporting, case managers and/or service providers must follow the mandatory reporting process.

If a waiver participant falls and does not injure themselves, should this be reported as a critical incident?

No, only falls that seriously impact the health and welfare of the waiver participant should be reported as a critical incident. Falls that do not meet the definition of a critical incident can be recorded in Log Notes.

Does the timeliness of critical incident reporting take into account weekends and holidays?

Yes, the calculation of timeliness for submitting a critical incident excludes weekends and the 13 Federal holidays. All other dates are included in the timeliness calculation.

Why is the “Could this critical incident have been prevented” question included in the Critical Incident Report?

This question is part of the Critical Incident Prevention Strategies being implemented by the Department. Data collected from this question will be utilized for root cause analysis and long term prevention planning.

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