Critical Incident Reporting

April 2014

Purpose of this Document

- Define critical incidents
- Understand reporting and review process
- How to enter different incident types in the BUS
  - Which fields
  - What type of information

Critical Incident Definition

- A “Critical Incident” is any actual or alleged event, or situation, that creates a significant risk of serious harm to the health or welfare of a client.

- A critical incident could have, or has had, a negative impact on the mental and/or physical well being of a client in the short or long term

Reporting Guidelines

- Who
  - Everyone involved in the incident
- What
  - Complete description of the incident
- Where
  - ACF, client's home, etc…
- When
  - Day, time, duration of the incident
- Why
  - Unsafe environment, change in client needs, abuse, etc…
- How
  - How is the client at new/increased risk; how is that risk being addressed

➢ SEP/CM's are required to report all critical incidents they learn of in the BUS within 1 business day

CIRs are reviewed

- CIRS administrator will review CIRS reports checking for completeness of reports to determine if the report:
  - Provides enough detail to understand the circumstances of the incident
  - Documents the steps taken to respond to incident
  - Identifies how client's safety has been addressed and the follow-up measures taken and/or planned
  - Documents whether mandatory reporting has occurred

Critical Incident Types

- There are 6 Critical Incident types
  - Death
  - Abuse/Neglect/Exploitation
  - Injury/Illness to Client
  - Damage to Consumer's Property/Theft
  - Medication Management Issues
  - Other High Risk Issues

Death

- When Incident type "Death" is selected, the following information must be included in the "Description of Incident" field:
  - Cause of Death
  - Law enforcement involvement (yes/no)
  - Names of any individual(s) involved

- If this information is not available in the initial report, it needs to be included in a "Follow up" to this critical incident

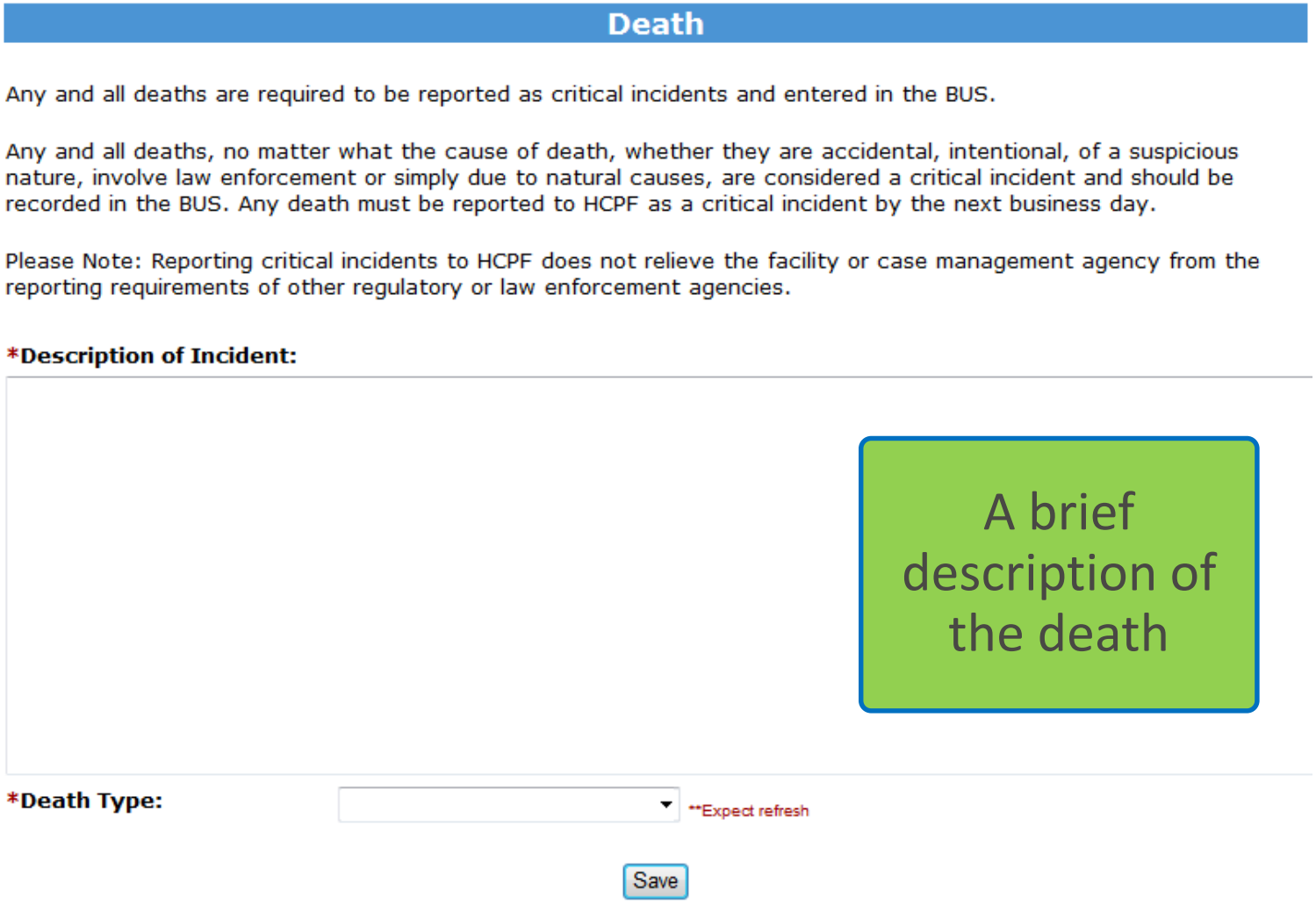
Death

- Remember:
  - All deaths are required to be reported as individual critical incidents and entered in the BUS
  - If death is the result of a previously entered critical incident, a new, separate critical incident report must be entered to report the death

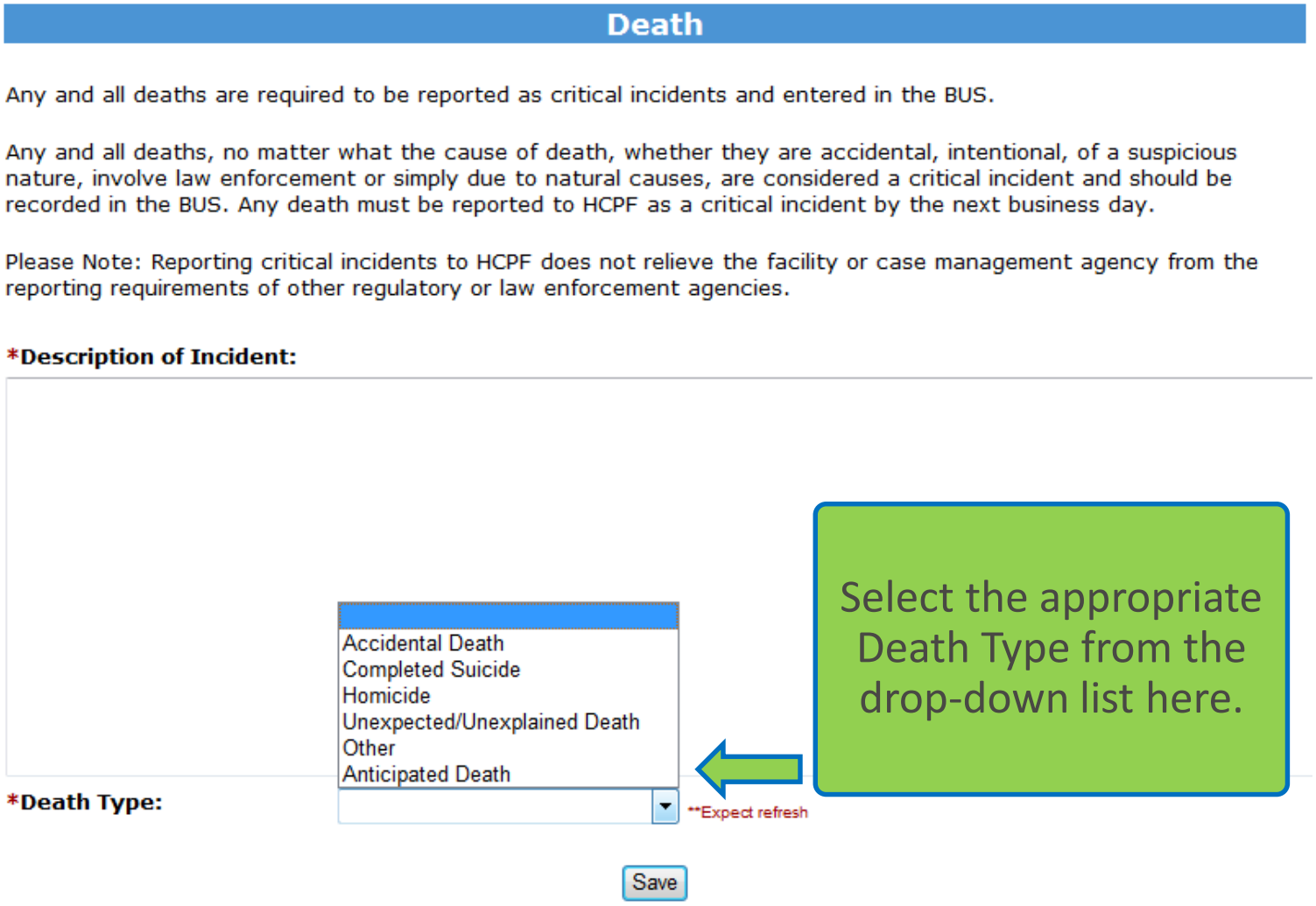
    Example:

    - CIRS#1 – Injury/illness: client hospitalized with pneumonia, on day 5 of hospitalization client passes away
    - CIRS#2 – Death: a new CIRS is created to report the death of the client from the previous CIRS#1 report

Death-related fields within BUS



Death-related fields within BUS

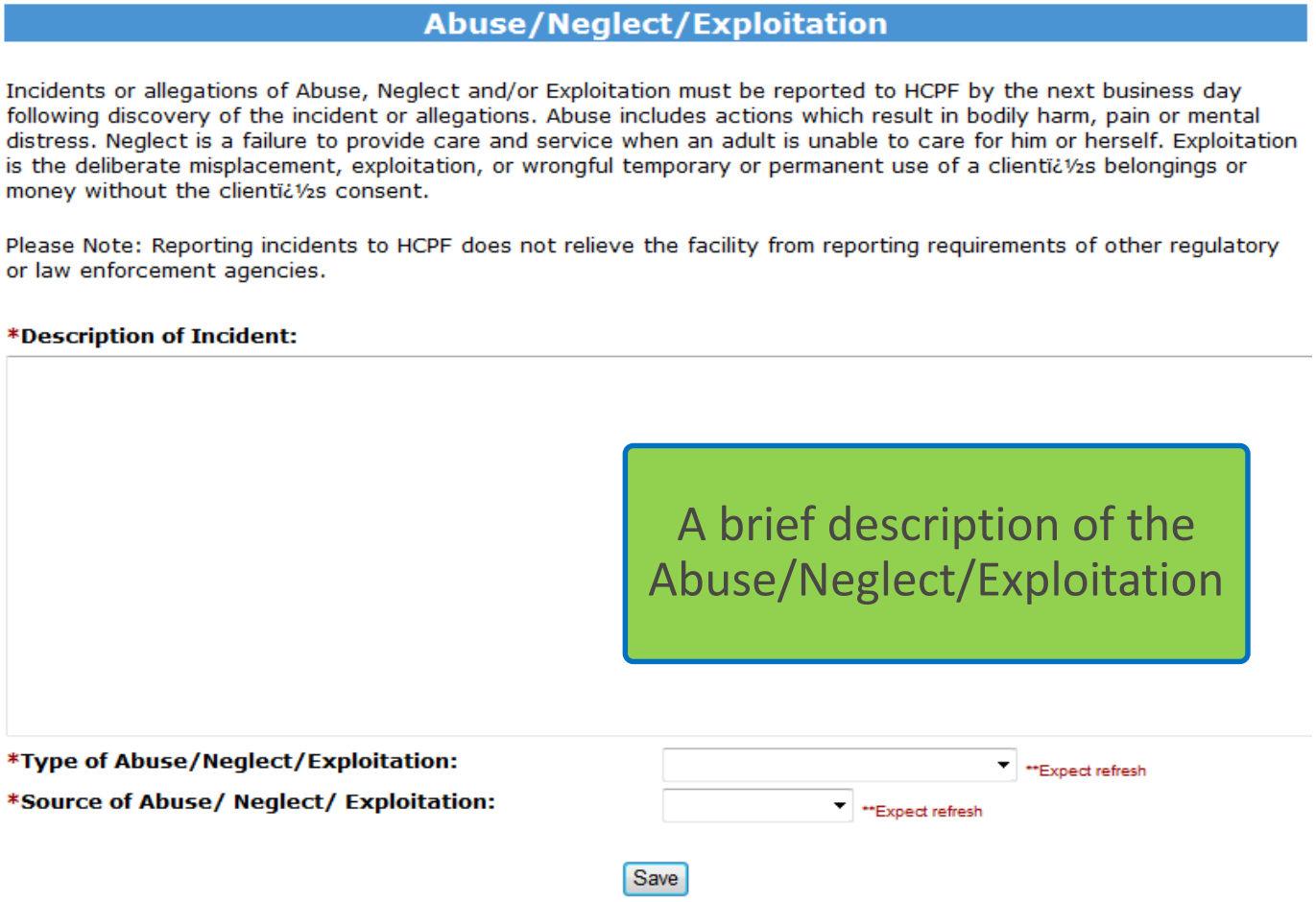


Select the appropriate Death Type from the drop-down list here.

Abuse/Neglect/Exploitation

- Abuse includes actions which result in bodily harm, pain or mental distress.
- Neglect is a failure to provide care and service when an adult is unable to care for him or herself.
- Exploitation is the deliberate misplacement, exploitation, or wrongful temporary or permanent use of a client's belongings or money without the client's consent.

A/N/E related fields in BUS



A/N/E related fields in BUS

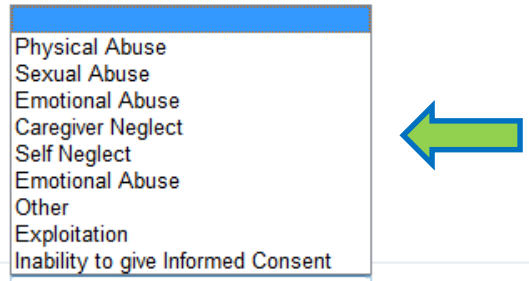
Abuse/Neglect/Exploitation

Incidents or allegations of Abuse, Neglect and/or Exploitation must be reported to HCPF by the next business day following discovery of the incident or allegations. Abuse includes actions which result in bodily harm, pain or mental distress. Neglect is a failure to provide care and service when an adult is unable to care for him or herself. Exploitation is the deliberate misplacement, exploitation, or wrongful temporary or permanent use of a clientï¿½s belongings or money without the clientï¿½s consent.

Please Note: Reporting incidents to HCPF does not relieve the facility from reporting requirements of other regulatory or law enforcement agencies.

***Description of Incident:**

Select the appropriate type of Abuse/Neglect/Exploitation from the drop-down list here.



***Type of Abuse/Neglect/Exploitation:** **Expect refresh

***Source of Abuse/ Neglect/ Exploitation:** Family Member **Expect refresh

Save

A/N/E related fields in BUS

Abuse/Neglect/Exploitation

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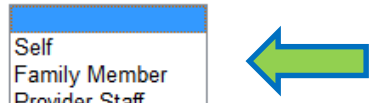
***Description of Incident:**

The "Source" is the person who allegedly committed the Abuse/Neglect/Exploitation



***Type of Abuse/Neglect/Exploitation:** **Expect refresh

***Source of Abuse/ Neglect/ Exploitation:** **Expect refresh

Save

Injury/Illness to Client

- Injury or illness requiring treatment beyond first aid which includes:
  - lacerations requiring stitches or staples, fractures, dislocations, loss of limb, serious burns, skin wounds, etc.
- Illness or injury requiring immediate emergency medical treatment to preserve life and/or limb; or resulting in emergency admission to the hospital.

Injury/Illness related fields in BUS

Injury/Illness to Client

Injury or illness requiring treatment beyond first aid includes: lacerations requiring stitches or staples, fractures, dislocations, loss of limb, serious burns, skin wounds, etc. Illness or injury requiring immediate emergency medical treatment to preserve life and/or limb; or resulting in emergency admission to the hospital.

Incidents resulting in Serious Injury to Client must be reported to HCPF by the next business day following discovery of the incident or allegations.

Please Note: Reporting incidents to HCPF does not relieve the facility from reporting requirements of other regulatory or law enforcement agencies.

***Description of Incident:**

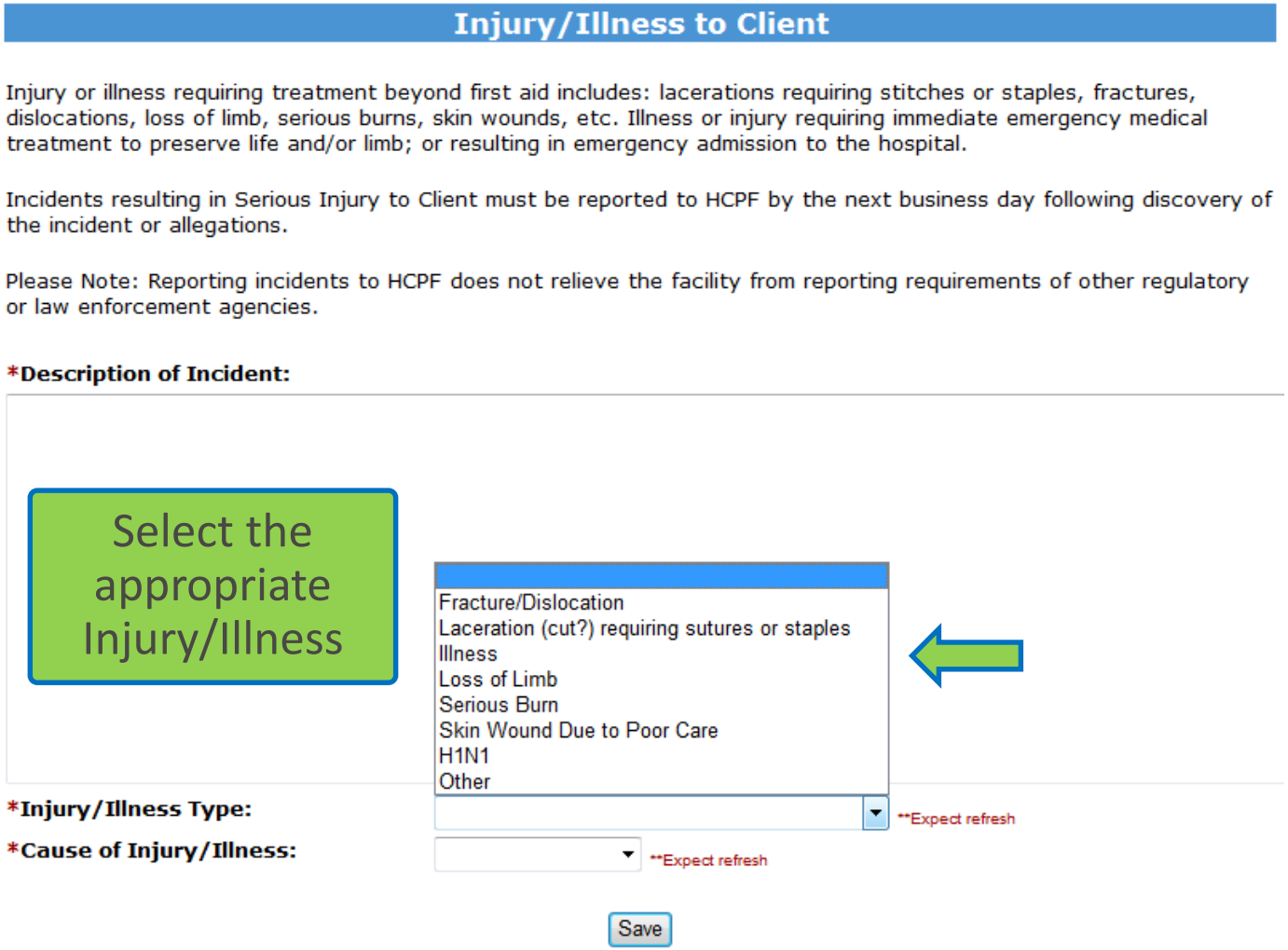
A brief description of the Injury/Illness to Client

***Injury/Illness Type:** **Expect refresh

***Cause of Injury/Illness:** **Expect refresh

Save

Injury/Illness related fields in BUS



Injury/Illness related fields in BUS

Injury/Illness to Client

Injury or illness requiring treatment beyond first aid includes: lacerations requiring stitches or staples, fractures, dislocations, loss of limb, serious burns, skin wounds, etc. Illness or injury requiring immediate emergency medical treatment to preserve life and/or limb; or resulting in emergency admission to the hospital.

Incidents resulting in Serious Injury to Client must be reported to HCPF by the next business day following discovery of the incident or allegations.

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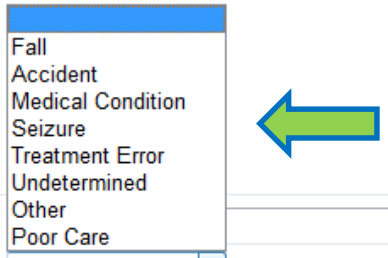
***Description of Incident:**



Select the appropriate Cause of Injury/Illness

***Injury/Illness Type:** **Expect refresh

***Cause of Injury/Illness:** **Expect refresh

Save

Damage to Consumer's Property/Theft

- Deliberate damage, destruction, theft, misplacement or use of a client's belongings or money without the client's consent. Also, includes the deliberate diversion of medications.

Damage related fields in BUS

Damage to Consumer's Property/Theft

Deliberate damage, destruction, theft, misplacement or use of a client's belongings or money without the clientï¿½s consent. Also, includes the deliberate diversion of medications. Must be reported to HCPF by the next business day following discovery of the incident.

Please Note: Reporting incidents to HCPF does not relieve the facility from reporting requirements of other regulatory or law enforcement agencies.

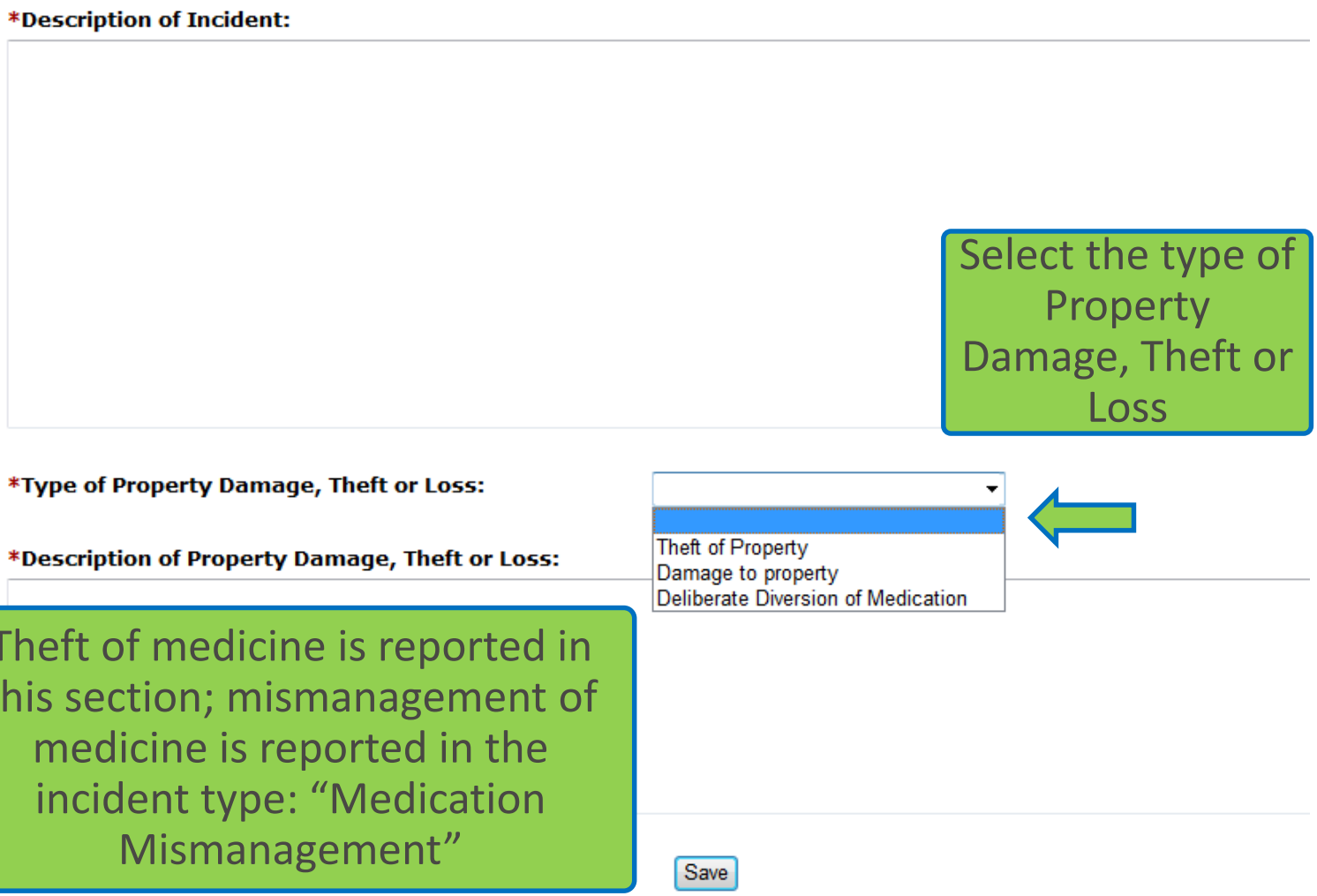
***Description of Incident:**

A brief description of the Damage to Consumer's Property/Theft

***Type of Property Damage, Theft or Loss:** Deliberate Diversion of Medication

***Description of Property Damage, Theft or Loss:**

Damage related fields in BUS



Select the type of Property Damage, Theft or Loss

Theft of medicine is reported in this section; mismanagement of medicine is reported in the incident type: “Medication Mismanagement”

Medication Management Issues

- Problems with medication dosage, scheduling, timing, set-up, compliance, administration or monitoring which result in documented harm or an adverse effect which necessitates medical care.

M/M related fields in BUS

Medication Management

Problems with medication dosage, scheduling, timing, set-up, compliance, administration or monitoring that result in documented harm or an adverse effect which necessitates medical care. Incidents involving Medication Management must be reported to HCPF by the next business day following discovery of the incident or allegations.

Please Note: Reporting incidents to HCPF does not relieve the facility from reporting requirements of other regulatory agencies.

***Description of Incident:**

A brief description of the Medication Management Issue

***Medication Event Type:** **Expect refresh

***Medication Event Reason:** **Expect refresh

***Medication Administered/Set-up by:** **Expect refresh

***Name of Medication:**

Save

M/M related fields in BUS

Medication Management

Problems with medication dosage, scheduling, timing, set-up, compliance, administration or monitoring that result in documented harm or an adverse effect which necessitates medical care. Incidents involving Medication Management must be reported to HCPF by the next business day following discovery of the incident or allegations.

Please Note: Reporting incidents to HCPF does not relieve the facility from reporting requirements of other regulatory agencies.

***Description of Incident:**

Select the Medication Event type

***Medication Event Type:**

***Medication Event Reason:**

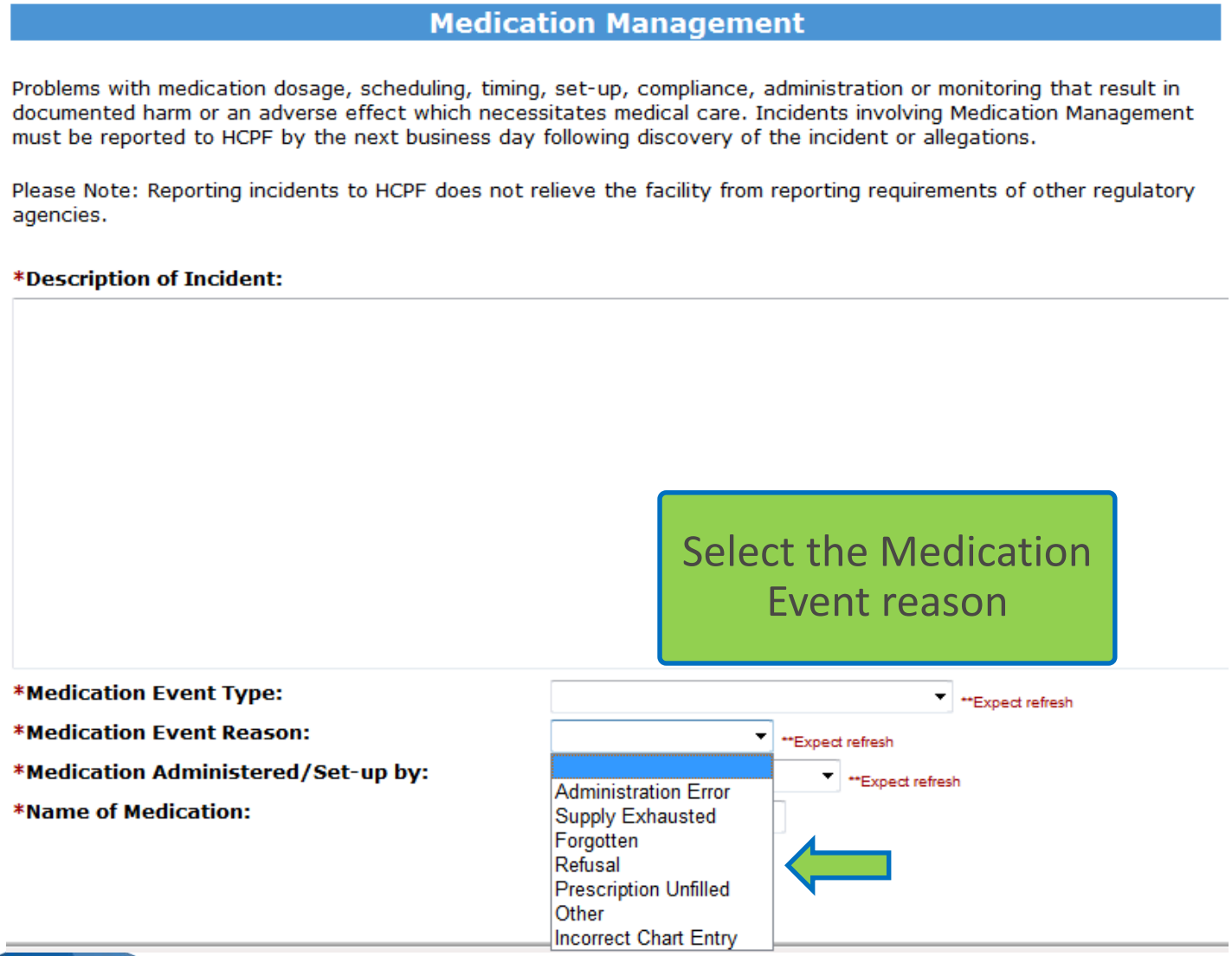
***Medication Administered/Set-up by:**

***Name of Medication:**

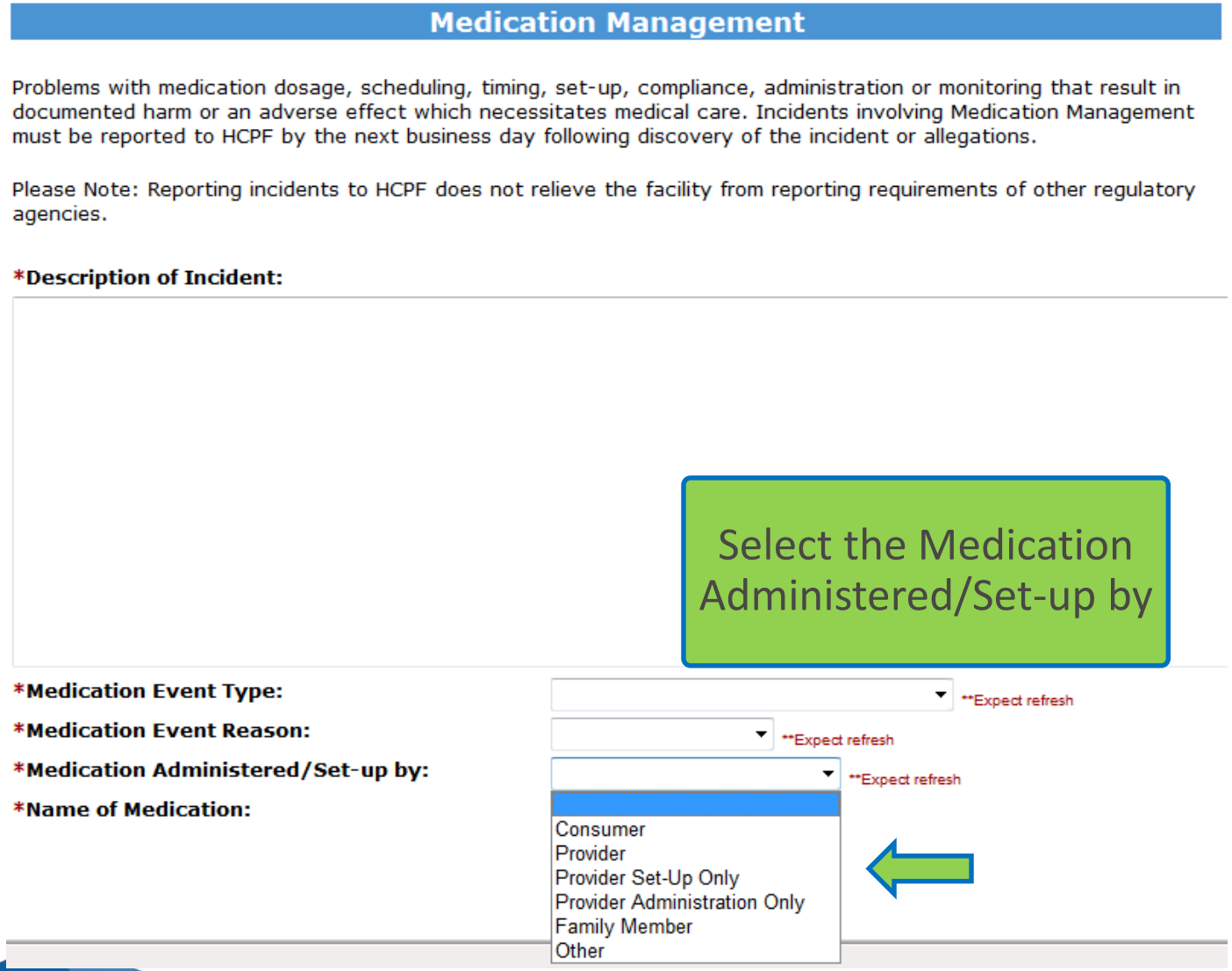
**Expect refresh

- Medication Omission
- Wrong Dose
- Wrong Medication
- Wrong Route of Administration
- Medication Refused
- Non-Compliance
- Wrong Time (greater than 1hour variance)
- Other

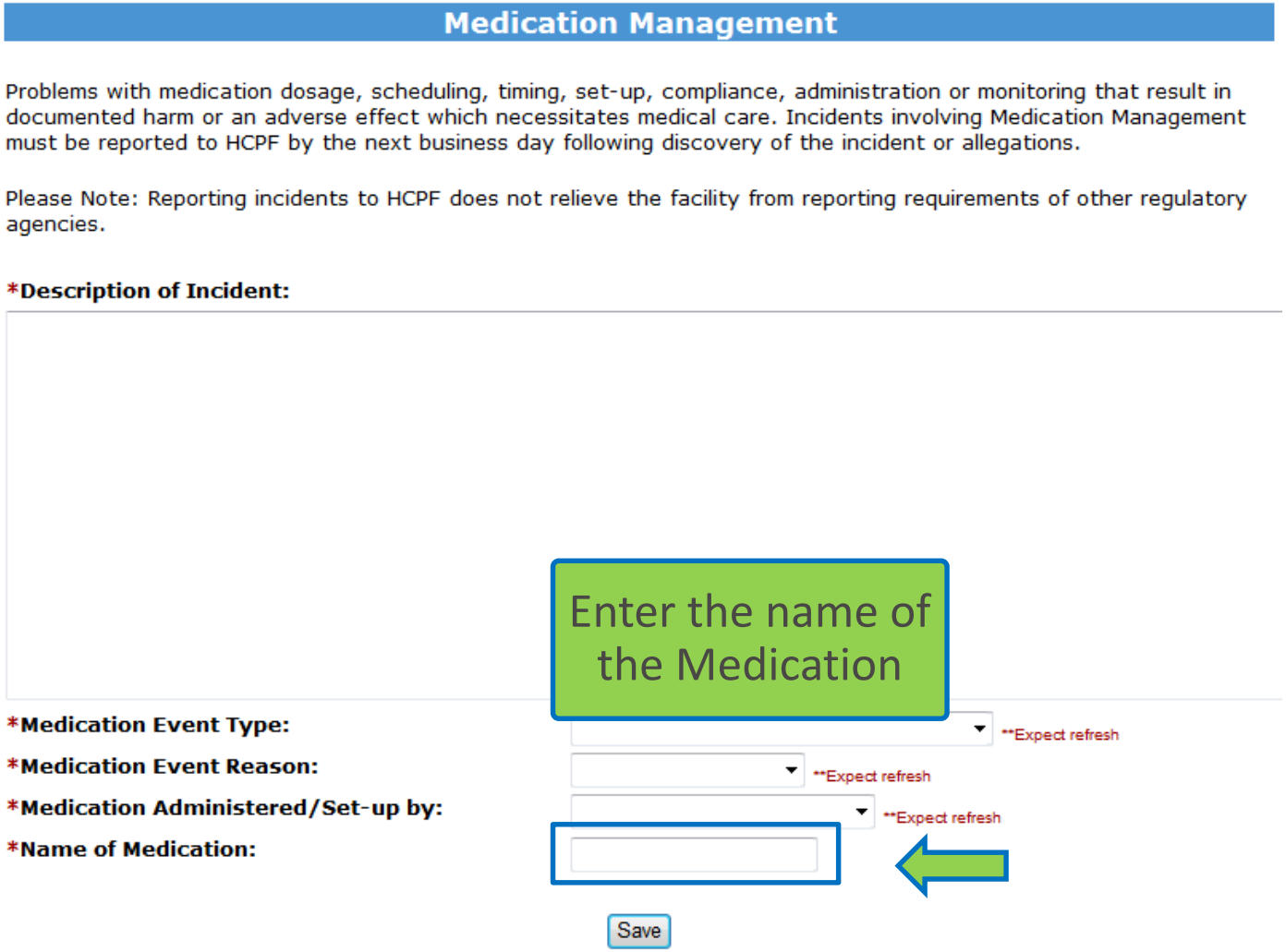
M/M related fields in BUS



M/M related fields in BUS



M/M related fields in BUS



Other High Risk Issues

- Serious issues that do not yet rise to the level of a critical incident, but have the potential to do so in the future. This could include such events such as environmental hazards, suicide threats, self-injurious behaviors, arrest or detention, etc.

High Risk related fields in BUS

Other High Risk Issues

Reporting incidents to HCPF does not relieve the facility or provider from reporting requirements of other regulatory or law enforcement agencies. Lost/Missing Person should be reported to CDPHE.

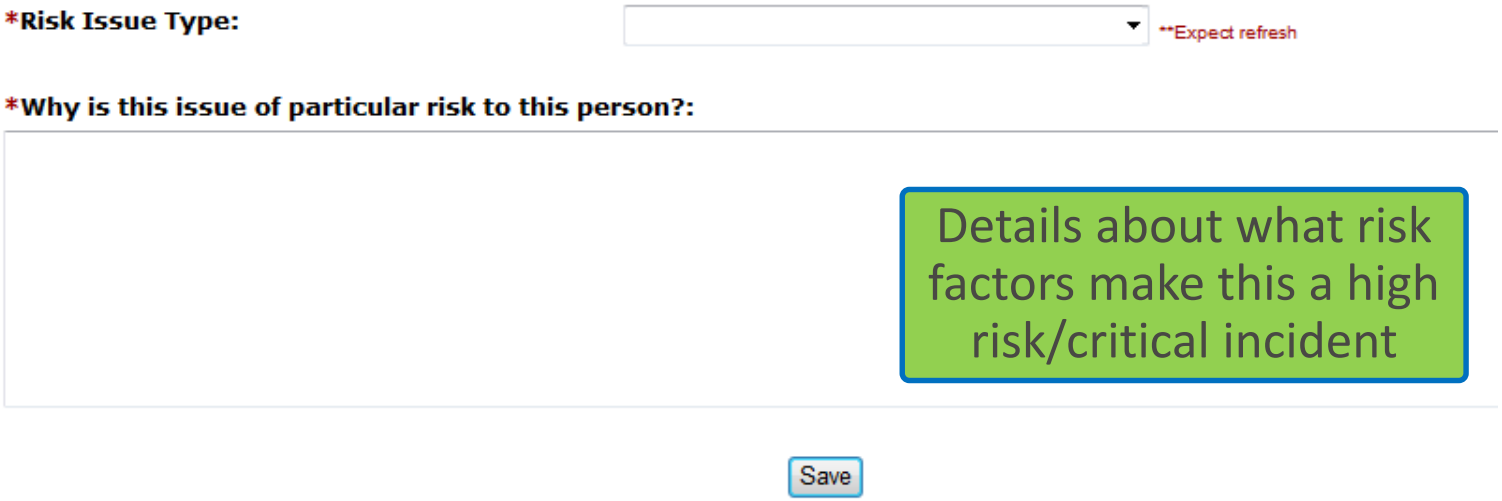
***Description of Incident:**

A brief description of the Other High Risk Issue

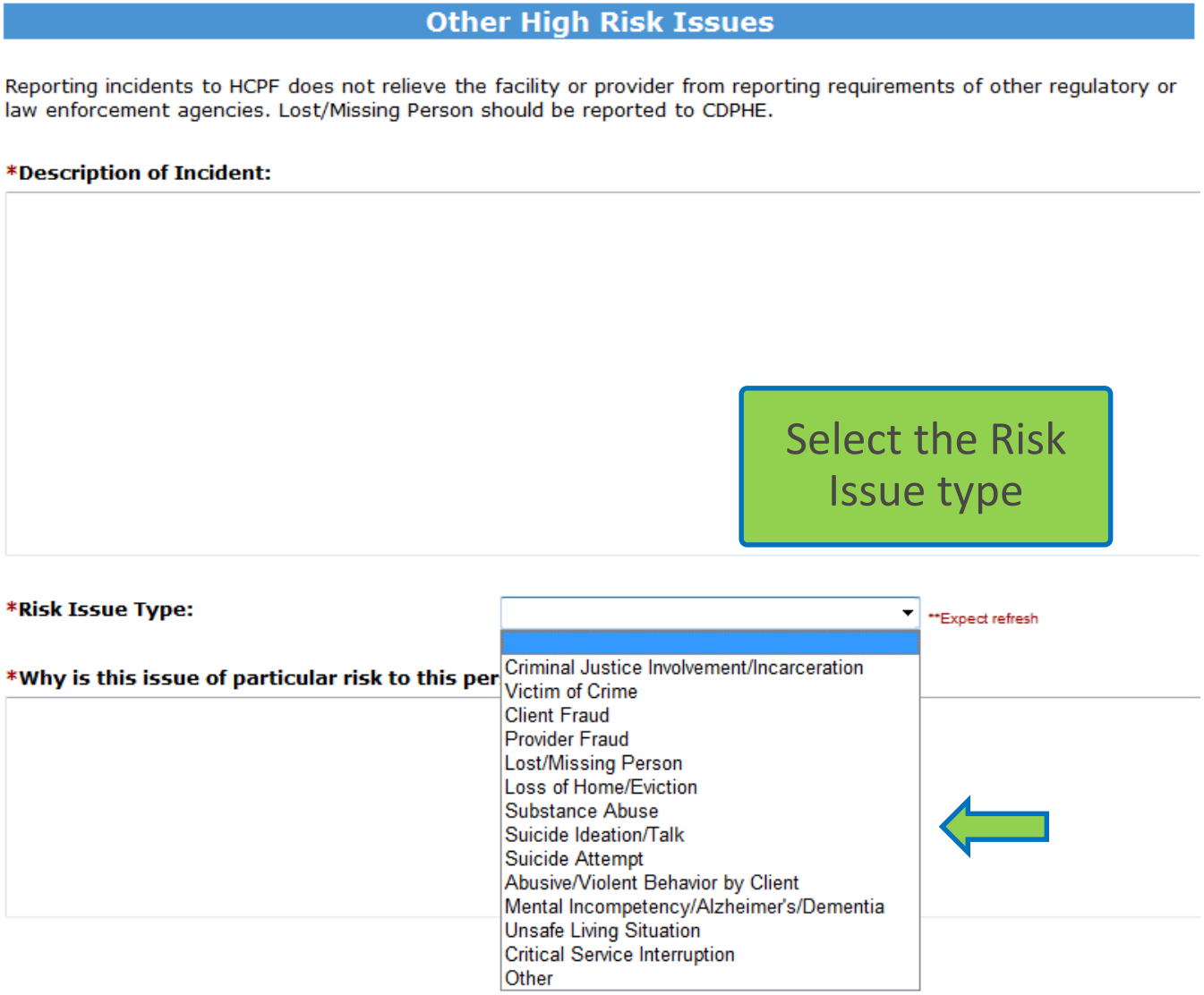
***Risk Issue Type:** **Expect refresh

***Why is this issue of particular risk to this person?:**

High Risk related fields in BUS



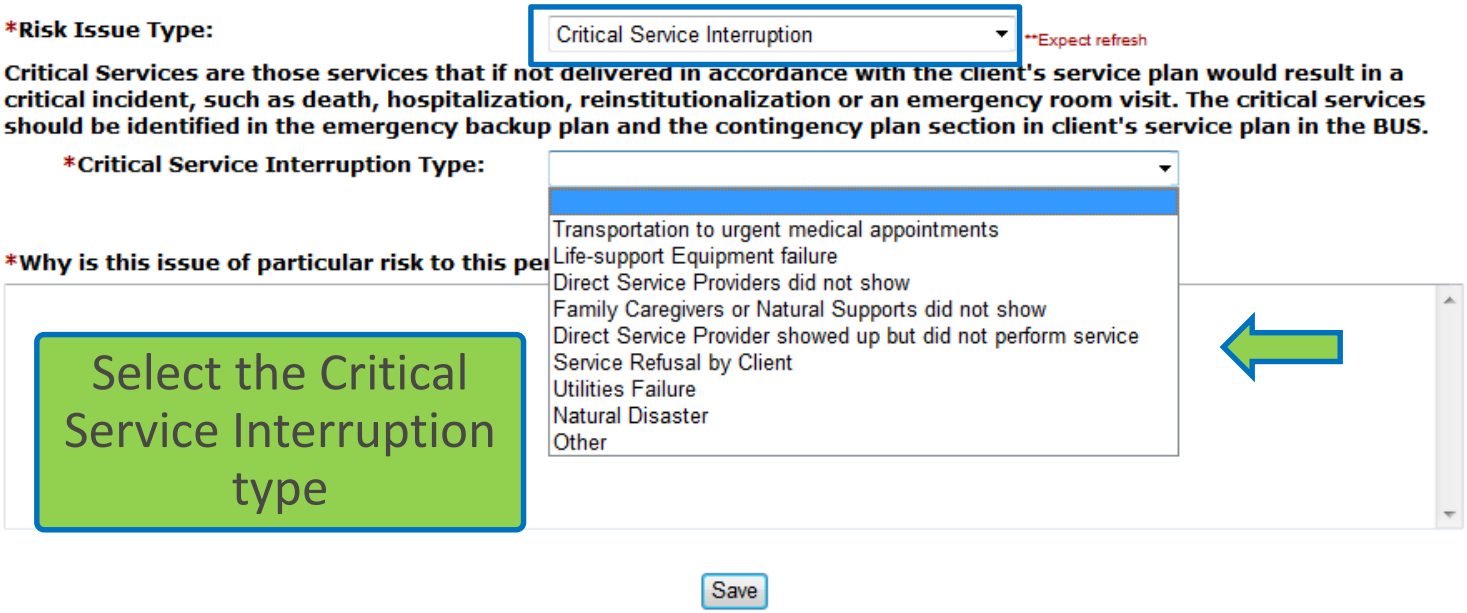
High Risk related fields in BUS



Other High Risk Issues

- When “Critical Service Interruption” is the Risk Issue selected:
  - An additional selection box will appear
  - A Critical Service Interruption Type must be selected

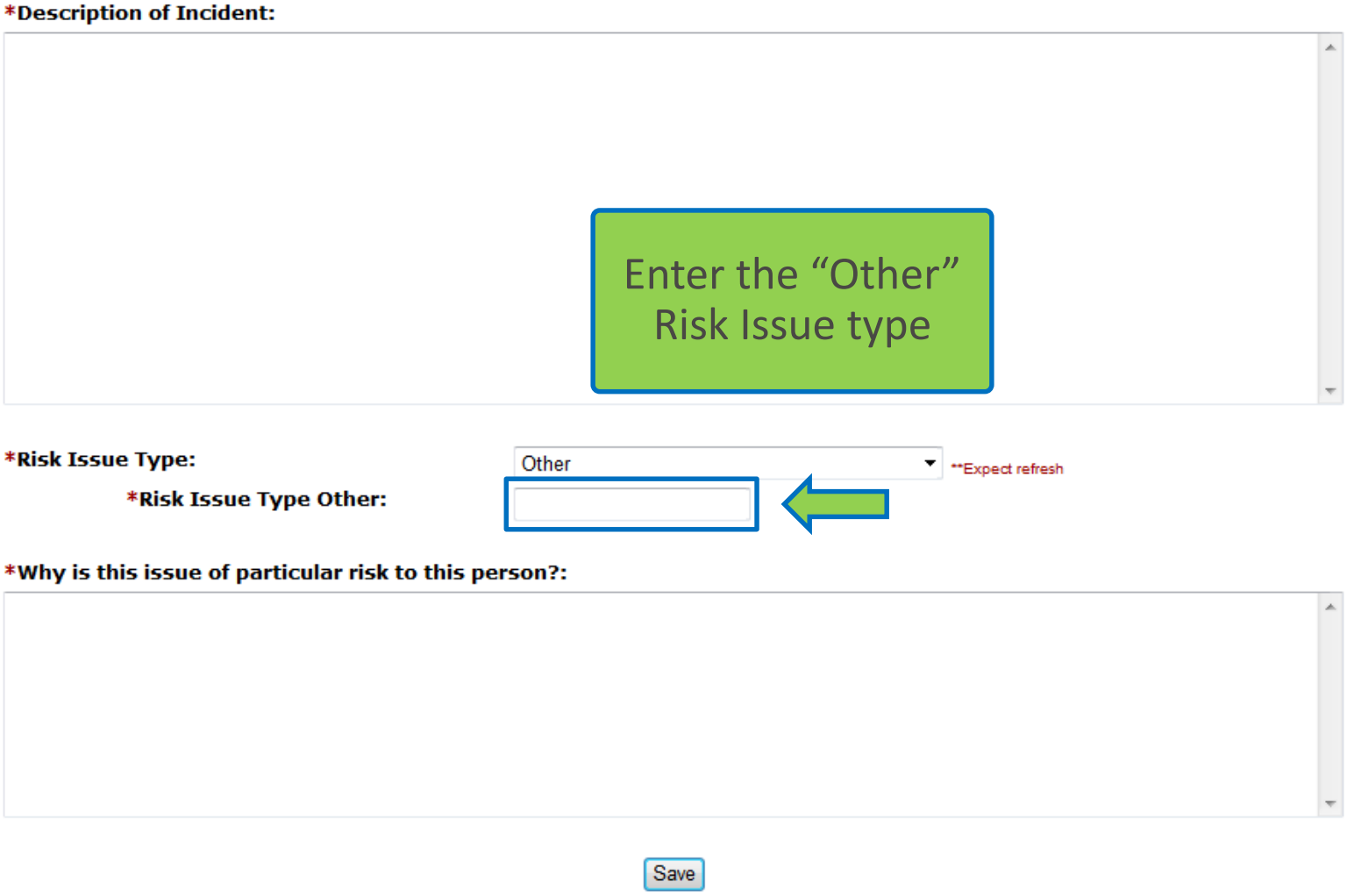
High Risk related fields in BUS



Other High Risk Issues

- When “Other” is the Risk Issue selected:
  - A text box will appear
  - Enter the Other type of Risk Issue

High Risk related fields in BUS



Follow-Up

- Required when:
  - additional actions are required to resolve an incident
  - information was missing from the initial report
  - in response to HCPF review

Questions?

- Contact Information
  - Michael Pasillas – HCPF Critical Incident Reporting Administrator
  - Michael.Pasillas@state.co.us
  - (303) 866-5564