COLORADO
Department of Health Care
Policy & Financing

OPERATIONAL MEMO

TITLE:	CRITICAL INCIDENT REPORTING BUS UPDATE
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	AUGUST 10, 2020
DIVISION AND OFFICE:	CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CRITICAL INCIDENT REPORTING
KEY WORDS:	CRITICAL INCIDENT, CIRS, BUS, BENEFITS UTILIZATION SYSTEM, CASE MANAGEMENT
OPERATIONAL MEMO NUMBER: HCPF OM 20-085 ISSUE DATE: AUGUST 26, 2020 APPROVED BY: COLIN LAUGHLIN	

Purpose and Audience:

The purpose of this Operational Memo is to inform Case Management Agencies (CMAs) of Critical Incident Report (CIR) updates in the Benefits Utilization System (BUS).

Information:

The Department of Health Care Policy & Financing (Department) updated the CIR page in the BUS to ensure compliance with the Centers for Medicare & Medicaid Services (CMS) requirements and to improve CIR reporting capability. This update includes new required questions for the Case Manager to answer regarding the critical incident, as well as modifications to existing sections of the critical incident screen to enhance CIR reporting.

Newly added questions include:

- Was a provider involved in the critical incident?
- Will there be/was there an investigation completed by the Community Centered Board (CCB)? (Will only appear for CCB Case Management Agency cases.)
- What was the client's health status prior to this critical incident?

- What is the root cause of the critical incident?

New modifications to the system:

- Changed value: "Was this incident <u>referred to</u> the Human Rights Committee (HRC) for review?"
- Remove the word "Unexpected" from "Unexpected/Unexplained Death"; afterward, option will display as "Unexplained Death".
- Add "Suspected or Alleged Neglect/Abuse" as a type of death and remove "Other" as type of death.
- If "Unknown" is selected as the option for Source of Mistreatment/Abuse/Neglect/Exploitation, a pop-up message stating a detailed explanation is required to be submitted for remediation purposes will appear.

Attachment(s):

CIRS/BUS Update Training Tool

Department Contact:

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