



### CIRS/BUS Update Memo Training Tool

TO: All CIRS/BUS Users  
FROM: Michael Pasillas - CIRS Policy Specialist  
DATE: August 11, 2020  
RE: Critical Incident Reporting BUS Update

#### What is changing?

On August 10, 2020, the Department of Health Care Policy & Financing (Department) updated the Critical Incident Review (CIR) page in the BUS to meet requirements of the Centers for Medicare & Medicaid Services (CMS) and to improve CIR capability by the addition of new questions and modifications to current questions in the Critical Incident screen of the BUS.

This update includes new questions required for the Case Manager to answer about the critical incident, in addition to modifications to existing sections of the critical incident screen for enhanced CIR reporting.

These new updates will allow Case Management Agencies (CMAs) to provide more complete information for Critical Incidents, may decrease the information required for follow-ups, and will improve capability of data reporting for the CMA contract deliverables. These requirements will also improve reporting for CMS requirements.

#### 1. New Provider Involvement Question:

A new question was added to the Critical Incident screen so that Case Managers will now be able to enter whether a service provider was involved in the critical incident, and if so, the Case Manager will be able to enter the service provider type and name.

“Was a Provider involved in the Critical Incident?” (Yes or No)

Is the Provider Agency reporting the incident an Alternative Care Facility (ACF)?	<input type="radio"/> Yes <input type="radio"/> No
Was a Provider involved in the Critical Incident?	<input checked="" type="radio"/> Yes <input type="radio"/> No **Expect refresh
Provider Type:	<input type="text"/> **Expect refresh
Name of Provider:	<input type="text"/>
Was Anyone other than the client involved in the incident?	<input type="radio"/> Yes <input type="radio"/> No

If “Yes”, the system will display the following:

- o Provider Type (drop-down list)
  - o Name of Provider (text box; 50 characters visual length)
- If “No”, no additional fields or questions are displayed.

New “Provider Type” drop-down list.

Provider Type list of options to include:

- a. Case Management Agency
- b. Medical Provider
- c. Psychiatric Provider
- d. Service Provider
- e. Transportation Provider
- f. Other (with text box; 50 characters visual length)

## 2. Human Rights Committee (HRC) Question Modified:

The text in the restrictive intervention section of the Critical Incident screen is modified with a change in the language from “reported and reviewed by HRC” to “referred to HRC”. This change will remove any additional time required to remediate a CIR while waiting for an HRC review to be completed. This new question will only be available when “Yes” is selected for the “Did this incident involve Restrictive Interventions?” question.

**Did this incident involve Restrictive Interventions?**  Yes  No Expect refresh

**Type of Intervention:** Chemical ▼

**Explanation of Intervention:**

**Was this incident referred to the Human Rights Committee (HRC) for review?**  Yes  No

**Was the use of Restrictive Intervention used Appropriately?**  Yes  No

Old value: “Was this incident reported and reviewed by the Human Rights Committee (HRC)?”

New value: “Was this incident referred to the Human Rights Committee (HRC) for review?”

## 3. Modified “Death Type” drop-down list:

Modified the drop-down list in the “Death Type” section of the Critical Incident screen to remove “Unexpected” from the “Unexpected/Unexplained” death type.

This change will allow more accurate reporting of unexplained deaths to meet CMS reporting requirements. This update also removed “Other” from the drop-down list to improve the data collected on waiver member deaths.

**Death Type:**  \*\*Expect refresh

- Accidental Death
- Anticipated Death/Natural Causes
- Homicide
- Suicide
- Unexpected/Unexplained Death
- Other

#### 4. Modified “Type of Mistreatment” drop-down list:

Modified the drop-down list options in the “Type of Mistreatment/Abuse/Neglect/Exploitation” section of the Critical Incident screen to remove the “Inability to give Informed Consent” and “Other” options to improve data collected.

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

- Caregiver Neglect
- Emotional Abuse
- Exploitation
- Inability to give Informed Consent
- Physical Abuse
- Self Neglect
- Sexual Abuse
- Other

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

#### 5. Modified “Other Abuse Type Description” label and text box:

The text box labeled “Other Abuse Type Description” was removed from the CIR screen as “Other” has been removed from the “Type of Mistreatment/Abuse/Neglect/Exploitation” drop-down list.

Type of Mistreatment/Abuse/Neglect/Exploitation:	Other	**Expect refresh
Other Abuse Type Description:		
Source of Mistreatment/ Abuse/ Neglect/ Exploitation:		**Expect refresh

**6. Added text box to “Source of Mistreatment/Abuse/Neglect/Exploitation” question:**

When “Unknown” is selected as the option for “Source of Mistreatment/Abuse/Neglect/Exploitation”, a pop-up message will show requiring a detailed explanation of why the source of abuse is “unknown”. This new box will assist with remediation of CIRs and CMS reporting requirements.

Source of Mistreatment/ Abuse/ Neglect/ Exploitation:	Unknown	**Expect refresh
Description of Unknown:		

**7. New question added regarding investigation requirements (IDD waivers only):-**

New questions will appear in the critical incident screen for individuals in the Home and Community Based (HCBS) waivers for individuals with Intellectual and/or Developmental Disabilities. These questions will be displayed when a critical incident is entered the “Mistreatment/Abuse/Neglect/Exploitation” or “Death” incident types

Type of Mistreatment/Abuse/Neglect/Exploitation:		**Expect refresh
Source of Mistreatment/ Abuse/ Neglect/ Exploitation:		**Expect refresh
Will there be/was there an investigation completed by the CCB?	<input checked="" type="radio"/> Yes <input type="radio"/> No	**Expect refresh
Did the CCB investigation determine the allegation to be substantiated?	<input type="radio"/> Yes <input type="radio"/> No	

Will there be/was there an investigation completed by the CCB? (Yes or No) If “Yes” is selected, the BUS will display a new question:  
Did the CCB investigation determine the allegation to be substantiated? (Yes or No)

**8. Added a new “Client’s Health Status” question:**

A new question is added to the critical incident report screen to identify the waiver

members health prior to the reported CIR. This will improve trend analysis as waiver member health patterns will now be included in analysis.

Could this critical incident have been prevented?

Yes  No \*\*Expect refresh

What was the client's health status prior to this Critical Incident?

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What is the Root Cause of the Critical Incident?

Incident Type:

 \*\*Expect refresh

What was the client's health status prior to this Critical Incident? (drop-down)

The drop-down list of options will include:

- a. Healthy
- b. Fair
- c. Bad

### 9. Added a "Root Cause" question:

A new question is added to the critical incident report screen to identify the root cause of the critical incident. A drop-down list of options is included for the case manager to select a root cause. This new question addresses CMS reporting requirements.

Could this critical incident have been prevented?

Yes  No \*\*Expect refresh

What was the client's health status prior to this Critical Incident?

What is the Root Cause of the Critical Incident?

The drop-down list of options includes:

- a. Abuse
- b. Accident
- c. Criminal Activity
- d. Elopement
- e. Exploitation
- f. Illness
- g. Injury
- h. Lack of Medical Services
- i. Lack of Supervision
- j. Medication Mismanagement
- k. Neglect
- l. Refusal of Services
- m. Other (with text box; 50 characters visual length)

**10. Modified Agency Administrator capabilities:**

Added the ability for Agency Administrators to edit critical incident Follow-ups for their agency's Critical Incidents. This modification will increase efficiency and is in response to requests from Agency Administrators for increased capabilities. Previously a request from the Agency Administrator would need to be submitted to the Department to begin the process for editing the Follow-up. Once an Agency Administrator saves an edit, a Log Note will be created and entered into the member's record.

**11. Source of Mistreatment/Abuse/Neglect/Exploitation Drop-down options:**

The Department has identified drop-down options that were removed. The drop-down options will be corrected in the BUS on August 28, 2020.

**Why is this change being made?**

The Department has implemented these changes to comply with CMS critical incident reporting requirements and to improve CIR capabilities.

If you have any questions about this addition to the HCBS Waiver Critical Incident webpage in the BUS, please contact:

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<https://www.colorado.gov/hcpf/hcbs-waiver-critical-incident-reporting>