

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
 - **When**
 - Day, time, duration of the incident
 - **What**
 - Complete description of the incident
 - **Why**
 - Unsafe environment, change in client needs, abuse, etc...
 - **Where**
 - ACF, client's home, 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

Any and all deaths are required to be reported as critical incidents and entered in the BUS.

Any and all deaths, no matter what the cause of death, whether they are accidental, intentional, of a suspicious nature, involve law enforcement or simply due to natural causes, are considered a critical incident and should be recorded in the BUS. Any death must be reported to HCPF as a critical incident by the next business day.

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

*Description of Incident:

A brief description of the death

*Death Type:

**Expect refresh

Save



Death-related fields within BUS

Death

Any and all deaths are required to be reported as critical incidents and entered in the BUS.

Any and all deaths, no matter what the cause of death, whether they are accidental, intentional, of a suspicious nature, involve law enforcement or simply due to natural causes, are considered a critical incident and should be recorded in the BUS. Any death must be reported to HCPF as a critical incident by the next business day.

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

*Description of Incident:

*Death Type:

- Accidental Death
- Completed Suicide
- Homicide
- Unexpected/Unexplained Death
- Other
- Anticipated Death

**Expect refresh

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

Save



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

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 client's belongings or money without the client's 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:

A brief description of the Abuse/Neglect/Exploitation

*Type of Abuse/Neglect/Exploitation:

**Expect refresh

*Source of Abuse/ Neglect/ Exploitation:

**Expect refresh

Save

A/N/E related fields in BUS

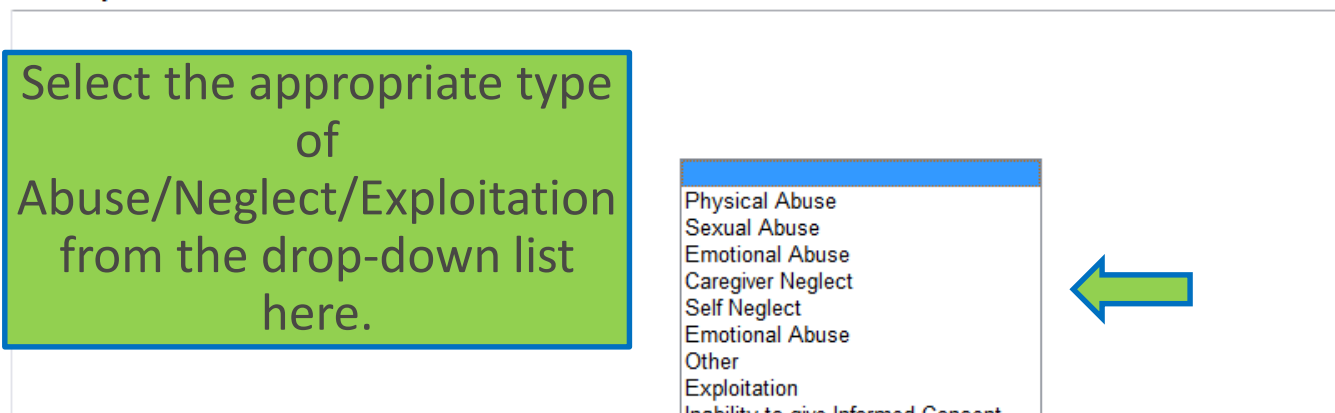
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Please Note: Reporting incidents to HCPF does not relieve the facility from reporting requirements of other regulatory or law enforcement agencies.

*Description of Incident:

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



*Type of Abuse/Neglect/Exploitation:

*Source of Abuse/ Neglect/ Exploitation:

Save



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 client's belongings or money without the client's 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:

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

*Type of Abuse/Neglect/Exploitation:

*Source of Abuse/ Neglect/ Exploitation:

Self	
Family Member	
Provider Staff	
Other	
Co-Habitant	

****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 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:

Select the appropriate Injury/Illness

Fracture/Dislocation
Laceration (cut?) requiring sutures or staples
Illness
Loss of Limb
Serious Burn
Skin Wound Due to Poor Care
H1N1
Other

←

*Injury/Illness Type:

*Cause of Injury/Illness:

**Expect refresh

Save



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:

Select the appropriate Cause of Injury/Illness



- Fall
- Accident
- Medical Condition
- Seizure
- Treatment Error
- Undetermined
- Other
- Poor Care

*Injury/Illness Type:

*Cause of Injury/Illness:

**Expect refresh

**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 client's 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

***Description of Incident:**

Select the type of Property Damage, Theft or Loss

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

▼

Theft of Property

Damage to property

Deliberate Diversion of Medication



***Description 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"

Save



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:

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

**Expect refresh



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 reason

*Medication Event Type:

 **Expect refresh

*Medication Event Reason:

 **Expect refresh

*Medication Administered/Set-up by:

 **Expect refresh

*Name of Medication:

- Administration Error
- Supply Exhausted
- Forgotten
- Refusal
- Prescription Unfilled
- Other
- Incorrect Chart Entry



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 Administered/Set-up by

*Medication Event Type:

 **Expect refresh

*Medication Event Reason:

 **Expect refresh

*Medication Administered/Set-up by:

 **Expect refresh

*Name of Medication:

- Consumer
- Provider
- Provider Set-Up Only
- Provider Administration Only
- Family Member
- Other



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:

Enter the name of the Medication

*Medication Event Type:

 **Expect refresh

*Medication Event Reason:

 **Expect refresh

*Medication Administered/Set-up by:

 **Expect refresh

*Name of Medication:



Save



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

*Risk Issue Type:

**Expect refresh

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

Details about what risk factors make this a high risk/critical incident

Save



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:

Select the Risk Issue type

*Risk Issue Type:

*Why is this issue of particular risk to this per

- Criminal Justice Involvement/Incarceration
- Victim of Crime
- Client Fraud
- Provider Fraud
- Lost/Missing Person
- Loss of Home/Eviction
- Substance Abuse
- Suicide Ideation/Talk
- Suicide Attempt
- Abusive/Violent Behavior by Client
- Mental Incompetency/Alzheimer's/Dementia
- Unsafe Living Situation
- Critical Service Interruption
- Other

**Expect refresh



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

***Risk Issue Type:**

Critical Service Interruption

**Expect refresh

Critical Services are those services that if not delivered in accordance with the client's service plan would result in a critical incident, such as death, hospitalization, reinstitutionalization or an emergency room visit. The critical services should be identified in the emergency backup plan and the contingency plan section in client's service plan in the BUS.

***Critical Service Interruption Type:**

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

Select the Critical Service Interruption type

- Transportation to urgent medical appointments
- Life-support Equipment failure
- Direct Service Providers did not show
- Family Caregivers or Natural Supports did not show
- Direct Service Provider showed up but did not perform service
- Service Refusal by Client
- Utilities Failure
- Natural Disaster
- Other



Save



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

***Description of Incident:**

Enter the "Other"
Risk Issue type

***Risk Issue Type:**

****Expect refresh**

***Risk Issue Type Other:**



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

Save



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

