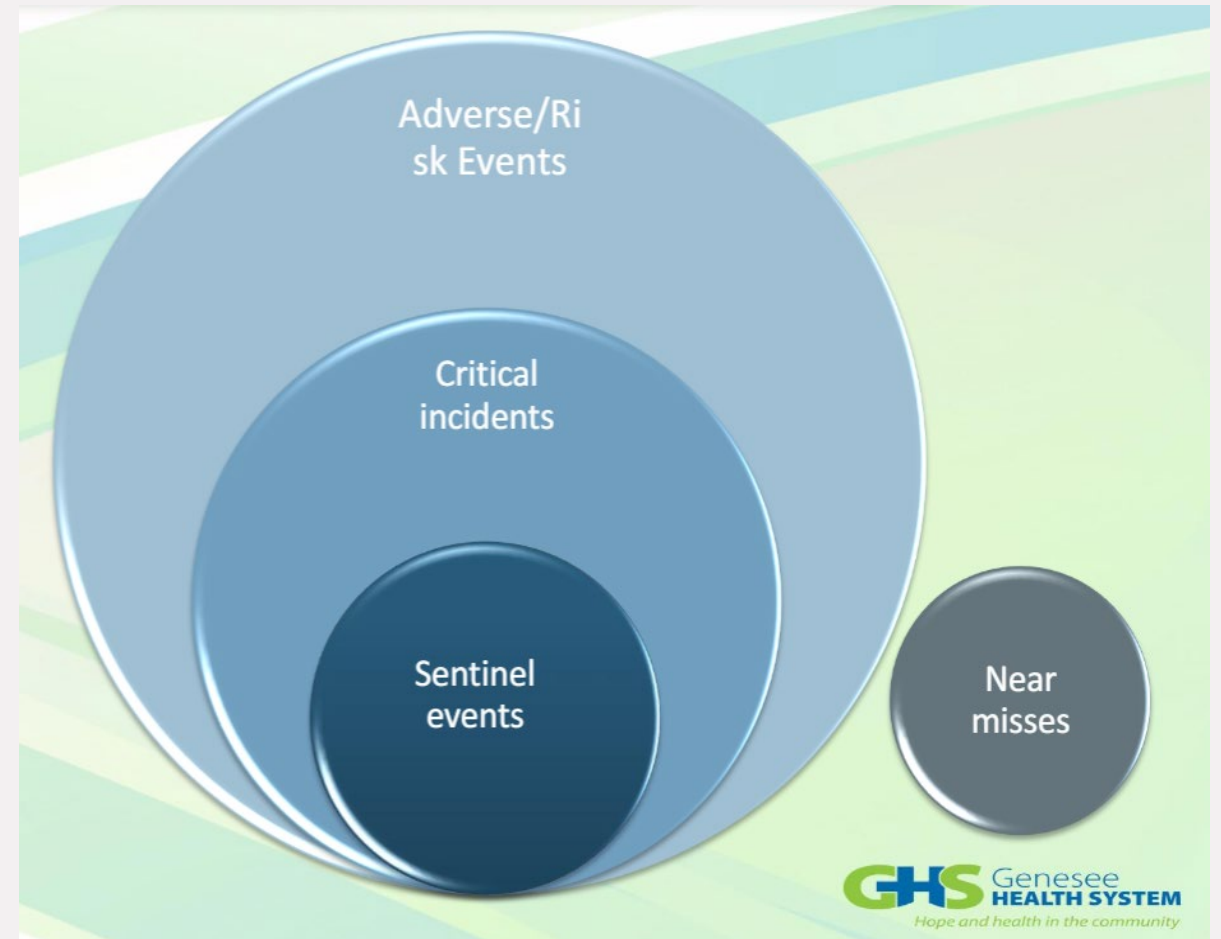# Central State Community Services Corporate Compliance Training Initial/Annual

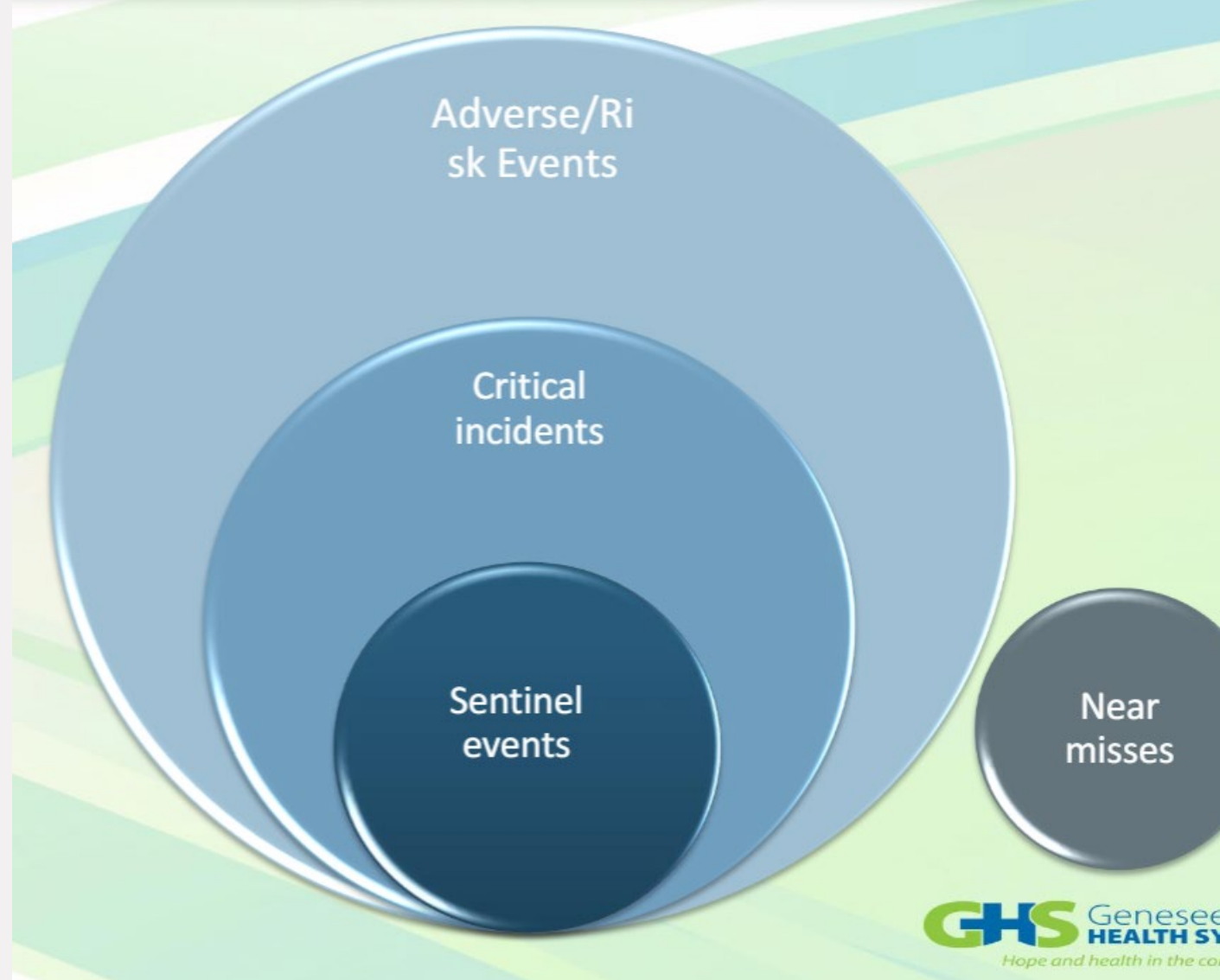## *Critical Incident Reporting*

Critical Incidents Include:

-Individual events related to death (Suicide/Non suicide)
-Emergency treatment and/or hospitalization due to an injury or medication error
-An individual's arrest

Sentinel Events Include:

-An unexpected occurrence involving death (not due to a natural cause or health condition)

- Risk or actual serious physical or psychological injury (loss of limb or function of a limb)

* Any injury or death that occurs due to due the use of behavioral intervention

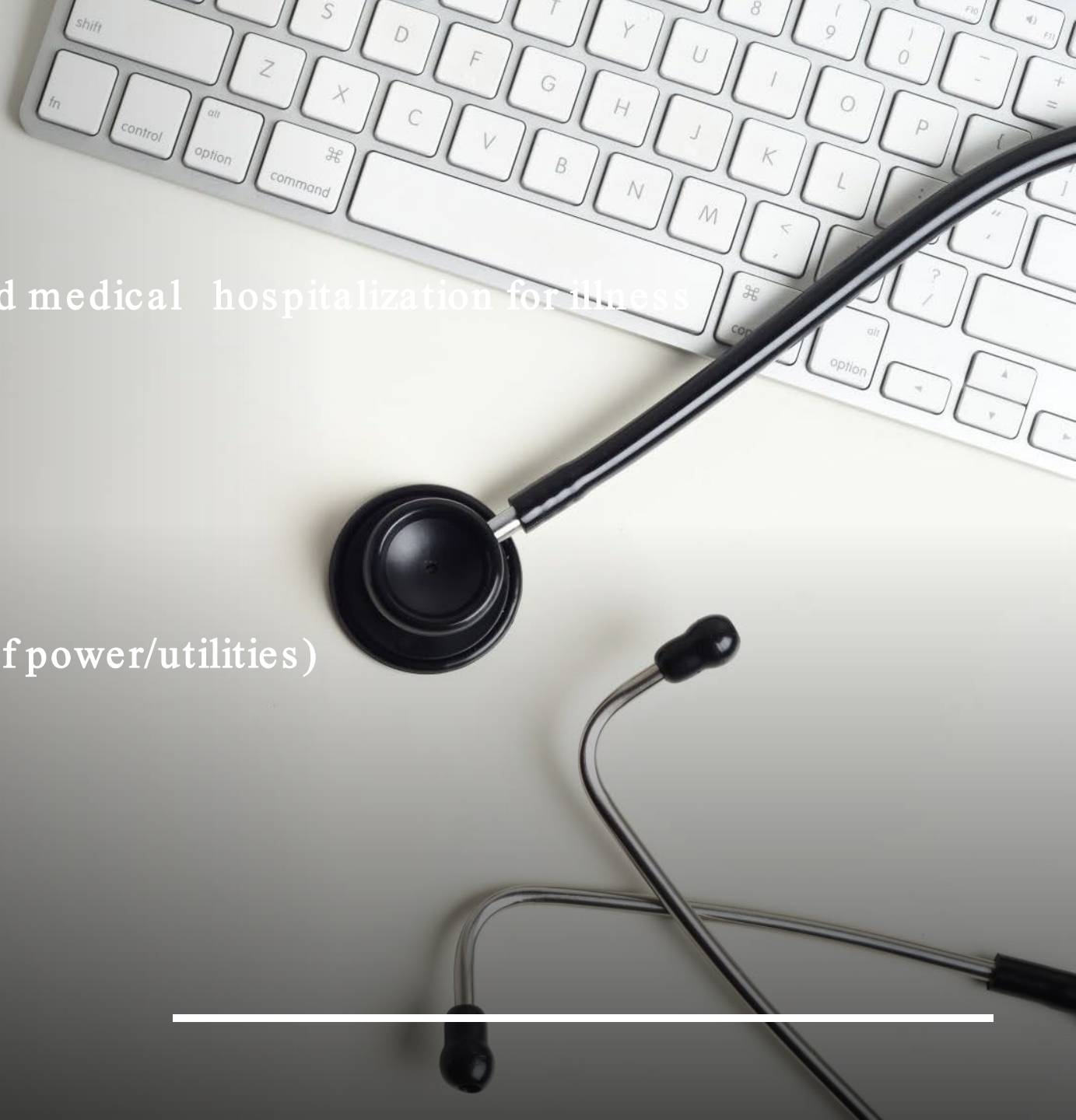*Risk thereof: the same situation, repeated, without intervention would result in the above.

What is a Near Miss?

- Any event or situation that could have resulted in an accident, injury, or illness but did not, either by chance or by timely intervention

What Do We Report??

* Death (Including suicide)
* Hospitalization - Unscheduled/unplanned medical hospitalization for illness
* Emergency medical treatment
* Medication errors
* Arrest
* Elopement
* Suspected abuse or neglect *
* Use of physical management
* Law enforcement contacts by staff
* Evacuation (Fire, flood, infestation, loss of power/utilities)
* AMA discharge

Are these reportable incidents?
- Staff injuries
- Mild individual injuries that only require first aid
- Serious challenging behaviors
- Scheduled non-emergent hospitalizations
- Illness that does not require hospitalization
- Convictions

Reporting Physical Managements and Law Enforcement Contacts

- The use of physical management must never be included in a treatment plan
-Physical management may only be used on an emergency basis only. (When a situation places the individual or others at imminent risk or serious physical harm.
- Law enforcement contacts are reportable when staff initiate the 911 call
- Report using the physical management and law enforcement contact form

Physical Management Reporting Guidelines

- In the event physical management is used, there is specific information required in the body of the CI form:

       - Which CPI Non-Violent Crisis Intervention Technique and or DSP physical intervention was used

       - Total number of times the physical intervention was used

       - Total length of time the physical intervention was used (minutes/seconds)

CPI Techniques
- Kick block
- Strike block
- Grab release
- Hair pull release
- Front or back choke
- Bite release
- Team control position
- Children's control position
– Interim control position
- Transport technique

DSP Physical Interventions
- Flail block
- Strike block
- Grab release
- Hair pull release
- Front or rear neck grab release
- Bite release
- Choke hold
- One -person come along
- Two-person come along
- Wrap around
- Sitting wrap around

Physical Management and Other Considerations:

- In addition to the specifics regarding physical management techniques, the following information also needs to be documented
  * Description of the challenging behavior that resulted in the use of physical management
  * Other de-escalation techniques or positive supports utilized prior to the use of physical management
  * Any injury that occurred as a result of physical management
  * Is the challenging behavior addressed in the behavior plan?
  * Did the behavior result in property destruction of $100 or more?

Reporting Timeframes

- The critical incident report is required to be completed by the end of the workday within 24 hours of the first knowledge of the incident.
- A sentinel event is to be reported to the Home Supervisor, Program Coordinator, Program Manager, and the Executive Director.
- If there is suspected abuse or neglect, call the office of Recipient Rights and complete a critical incident report.

Other Considerations

- Incident reports should never be uploaded to an individual's medical record including, CHIP
- You should never document in an individual's clinical record that you completed an incident report
- Incident reports should never be copied or duplicated for any reason

Please take a few minutes and complete the quiz.