



CRITICAL INCIDENT REPORTING

CRITICAL INCIDENT

- Event jeopardizing Client's health and/or welfare.
- Clients have right to report alleged incidents anytime and encouraged to report critical incidents.
 - Failure to report may put them at risk.
 - Client will not suffer adverse consequences if they **do not report**.
- Clients will not be terminated or threatened with loss of services if they file a critical incident report.

TYPES OF CRITICAL INCIDENTS

- Death, Serious Injury or Hospitalization
- Provider and Staff Misconduct
- Abuse
 - Physical
 - Psychological
 - Sexual
 - Verbal
- Neglect
- Exploitation
- Restraint
- Service Interruption
- Medication Error

FIRST THINGS TO DO . . .

- Before reporting an incident, measures must be taken immediately to safeguard the health and welfare of the client.
 - This may include calling 911
 - As appropriate contacting:
 - Adult Protective Services—for clients aged 18-59
 - Older Adults Protective Services for clients over age 60
 - Law enforcement such as the Police, Fire Department or other authorities.

REPORTING INCIDENT

- If incident occurs, individual discovering incident will:
 - Notify Director of Operations and report incident within 24 hours of incident if at all possible.
 - Follow-up with client, caregiver/family, patient's physician and others, as directed by Director of Operations.
- If client is not comfortable reporting critical incident to the Director of Operations, they may report directly to the Office of Long Term Living.

COMPLETING INCIDENT REPORT FORM

- **Complete Incident Report Form with following:**
 - Pertinent incident information—i.e. name, phone number, date of birth, etc.
 - Date, time and location of incident
 - Witnesses: agency personnel, client/family or others
 - Check type of incident or list under “Other”
 - Describe incident
 - If injuries, describe in narrative form
 - Indicate who was notified, plus date and time
 - Follow-up action taken, for example:
 - Was individual seen by physician or sent to hospital?
 - If agency personnel are injured, document injury.
 - Actions ordered by physician, if applicable.

MANDATORY REPORTING TO APPROPRIATE AGENCIES

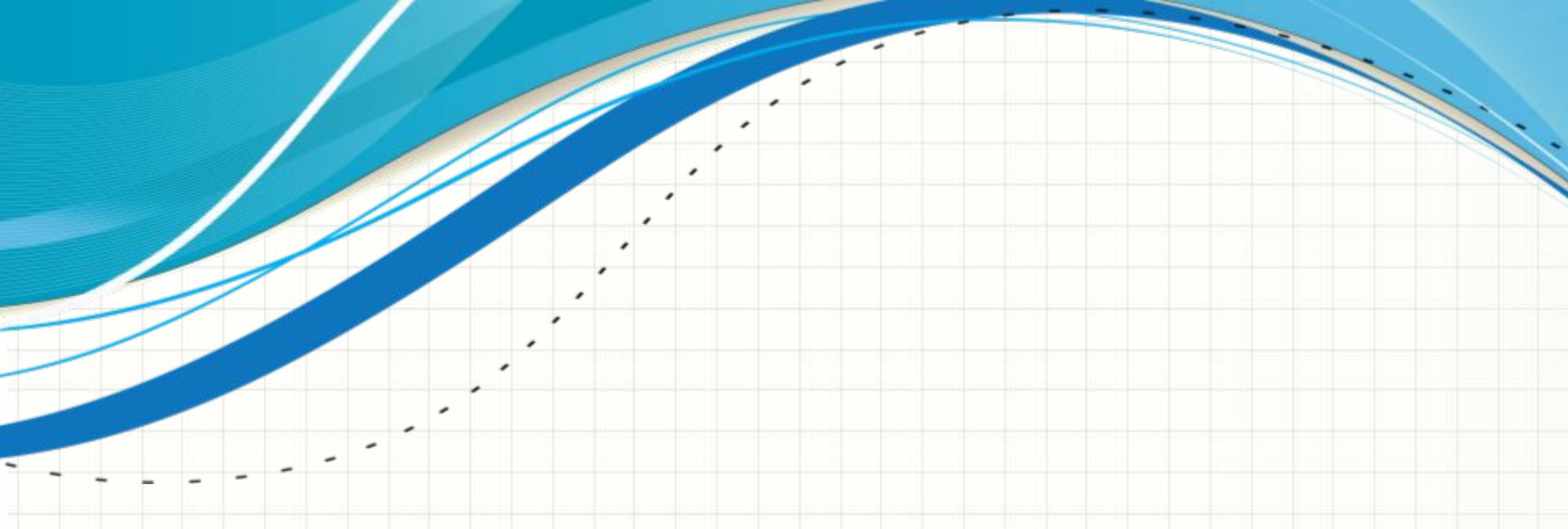
- All critical incidents are reported within 24 hrs. of discovery to appropriate agencies which includes:
 - **Pennsylvania Department of Health** in the ERS system
 - **Office of Long-Term Living (OLTL)** in the EIM system
 - **MCO Service Coordinator or Service Coordination Agency/Area Agency on Aging**
 - **Adult Protective Services** at 1-800-490-8505 or **Older Adult Protective Services (OAPS)** if incident involves abuse, neglect or exploitation by calling Liberty Resources at 1-888-243-6561
 - **Disability Rights Network of Pennsylvania (DRN)** (provider and OLTL will release information about alleged incident to DRN only if requested by Client)
 - **Law Enforcement, Fire Department or other Authorities**, as needed

EMPLOYEE REMOVAL OR SUSPENSION

- Cases involving an employee may require:
 - employee be removed from all OLTL programs;
 - employee having no contact with client; or
 - suspending employee until investigation is completed.
- If employee is suspended, suspension may be with or without pay based on circumstances, alleged incident and agency employment policies.

NOTICE TO CLIENT & CONFIDENTIALITY

- Agency management staff notifies the client within 24 hours of a critical incident report filing.
- All information gathered as a result of an alleged incident involving a client is kept confidential.
- The client is informed within 48 hours of the conclusion of a critical incident investigation of the resolution and measures implemented to prevent recurrence.
 - The client has the right to provide input into the resolution and measures implemented to prevent recurrence of the critical incident.
 - Notice to the client is documented in the Critical Incident Report.



QUESTIONS?