

INCIDENT DOCUMENTATION & REPORTING

DEFINITIONS

- Incident – An event or occurrence
- Accident – any event that happens unexpectedly, without a deliberate plan or cause
- Misappropriation - intentional, illegal use of the property or funds of another person for one's own use or other unauthorized purpose
- Abuse – infliction of physical or mental injury on an adult by other parties, including but not limited to such means as sexual abuse, abandonment, isolation, exploitation, or extortion of funds, or other things of value, to such an extent that his health, self-determination, or emotional well-being is endangered.
- Neglect - failure, by a caregiver responsible for an adult's care or by other parties, to provide the proper or necessary support or medical, surgical, or any other care necessary for his well-being. No adult who is being provided treatment in accordance with a recognized religious method of healing in lieu of medical treatment shall for that reason alone be considered to be neglected or abused.

WHAT SHOULD BE REPORTED

- An accident or an injury
- Physical, psychological, sexual or financial abuse; misappropriation of property
- Assault, battery, false imprisonment or involuntary seclusion
- Neglect, including missed appointments
- Substance abuse
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WHAT SHOULD YOU DOCUMENT?

- These reports provide information about what happened
- Describe the incident and all related facts
- Give objective information (what you heard, saw, smelled and touched)
- Follow the same guidelines as in progress report documentation
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WHEN SHOULD INCIDENTS BE REPORTED?

- As soon as possible after the incident, once you have obtained help and/or the consumer is safe
- Know your agencies policies and procedures for reporting incidents/accidents
- Know who you are supposed to notify in the event of an incident/accident

INCIDENT REPORT "DO'S"

- Answer: Who? What? Where? When? How?
- Record facts and objective information
- Include all important details
- Indicate the type of incident
- Use complete sentences and correct grammar
- Sign your name
- Put time and date
- Indicate action taken and any necessary follow-up
- Document notification of supervisor

SUMMARY

- Incident reports are legal documents
- Always maintain confidentiality
- Always report incidences as soon as they occur

L&D Community Care, Inc.

Policy & Procedure

Subject: Critical Incident Reporting

POLICY

It is the policy of L&D Community Care, Inc. that all clients' critical incidents be reported, investigated, and tracked in an effort to develop and implement systems to promote the health, safety, and welfare of individuals receiving supports and services. Critical incidents are those involving abuse, neglect, exploitation, extortion, major injury, involvement with law enforcement, major illness, elopement/missing, falls, and major incidents.

Office of Aging and Adult Services (OAAS) require reporting time of critical incidents by Direct Service Provider Agencies within two hours after discovery. An initial follow-up report is required within three (3) business day after initial report.

Office of Citizens with Developmental Disabilities/Home and Community Based Services (OCDD/HCBS) require the reporting of critical incidents by the Direct Service Provider Agencies no later than two hours after discussion and a submission of a follow-up report regarding the critical incident by the close of the third business day after initial discovery.

PURPOSE:

- This policy established for the purpose of uniformity and consistency in reporting, and responding to critical incidents, and ensuring the health, safety, and welfare of clients serviced by L&D. It is the intent of L&D Community Care, Inc. to implement a universal reporting time within two hours of discovery and a follow-up time of three days (or sooner) to the close of the critical incident for ALL waiver critical incident reports.
- It is the policy of L&D Community Care, Inc. to require mandatory reporting within two hours of incident/accident discovery for ALL waiver clients and an initial follow-up time of three business days of the initial critical incident report. A uniformity of reporting and follow-up time for ALL waiver clients will reduce and/or eliminate misinterpretation of timely reporting as mandated by OAAS and OCDD Waiver Services Programs.

PROCEDURE:

- The **direct service worker** will immediately report the critical incident to the Field Supervisor during business hours or after business hours, immediately contact your regional office, if after hours, the answering service will connect you with the on-call staff assigned to assigned regional office.
- The Field Supervisor will immediately follow through with the procedure of reporting the critical incident to the Support Coordinator. Other agency authorities will be notified if applicable. L&D has to contact and report the details of the incident/accident within two (2) hours of knowledge.
- The Field Supervisor will complete an initial critical incident report and follow-up reports indicating client status every three-business days or less and submit follow-up report to support coordinator until critical incident until resolved.
- The client/guardian or DSW will report critical incidents to L&D preferably within two hours of the incident/accident or sooner.
- Client/Guardian/DSW will cooperate with investigations and information gathering and participate in any meetings held to resolve the critical incident and develop strategies to prevent or mitigate the likelihood of similar incidents occurring in the future.