

## Policy and Procedure Concerning Incident Reports

### Appendix B CRITICAL INCIDENTS

- A. Incidents that need to be reported as critical incidents include the following 6 codes:
1. An individual served leaving staff supervision where the safety of the individual or others is potentially threatened
  2. Hospitalization due to mental health/behavioral concerns
  3. Injuries which require medical attention to individuals, staff persons, or others with whom individuals served by the Contractor come in contact
  4. Any injuries to individuals in services related to incidents involving restraint
  5. Police contacts (e.g., calls or visits) due to the behavior of an individual served, initiated by staff persons employed by the Contractor, individuals served by the Contractor or by people in the community who report concerns about the Contractor's services
  6. Deaths of persons served. (Deaths must also continue to be reported to the Nebraska Department of Health and Human Services - Protective Services for purposes of Mortality Review)
- B. It is required that both verbal and written reports of critical incidents be made to local Service Coordination and the Division of Developmental Disabilities Central Office. A member of the area management team will make the verbal report and fax the written report.
- C. Verbal reports must be made immediately upon staff becoming aware of the incident and after initial action has been taken to ensure health and safety.
- Verbal reports are received 24 hours a day, 7 days a week, via the Critical Incident Reporting line at **1-877-667-6266**. Staff will need to both state and spell out the name of the individual for whom the report is being made.
- D. Written reports to the Division of Developmental Disabilities Central Office must be **faxed** to **1-402-471-8792**, within 24 hours of a verbal report being made. The incident will be documented on the state ***Critical Incident Reporting Form*** (Appendix E) and will include the following information:

- Date of Incident
- Date of Call in to Service Coordination & DDD - Central Office
- Date of the Written Report
- Consumer Name
- Consumer Address
- Provider Name
- Provider Address
- Provider Contact Name and Phone Number for Follow-up
- Incident code
- Notification to APS, CPS and/or Law Enforcement, including Date Reported and Name of Person who Took the Report
- Summary of Incident
- Signature of Staff

**E. Internal Process**

The internal process below should be followed for critical incidents, after reporting to Service Coordination and the DDD - Central Office

All information below should be sent to the Director of Program Development:

- Send a copy of the incident report, the state Critical Incident Reporting Form **and** any other information that was submitted to the state
- Complete or update the Critical Incidents Log (Appendix F), which will be an index of all reports received and will be used to verify information
- Send any follow-up that occurred or as requested
- Send the Critical Incidents Log on the first working day of the month following each quarter (April 1st, July 1st, October 1st and January 1st)

**F. Critical Incident Quarterly Report**

An aggregate report of the critical incidents will be completed and forwarded to the Division of Developmental Disabilities on a quarterly basis.

12/05; 7/06; 7/07; 8/07