

Missoula Developmental Service Corporation

General Event Reporting Quick Reference

CRITICAL INCIDENT (HIGH)	Verbal Notifications reported by TELEPHONE to:	Written Notification reported by GER to:
	<ul style="list-style-type: none"> • Guardians (to include APS guardians) • Licensing • Internal MDSC personnel to include: <ul style="list-style-type: none"> ○ Program Manager ○ Director of Services ○ CEO ○ MSA (for medical emergencies) 	<ul style="list-style-type: none"> • Case Manager • DDP QIS

Any actual or suspected **ABUSE** to a client is also required to be reported to **LICENSING and Adult Protective Services (APS) immediately.**
 Missoula APS: 329-1309 or 911 for after hours and on weekends

REPORTABLE (MEDIUM)	Notifications to internal personnel (MDSC) by TELEPHONE: ☎	<ul style="list-style-type: none"> • Program Managers • Nursing (for medical concerns)
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INTERNAL (Low)	Notifications to internal personnel (MDSC) by TELEPHONE: ☎	<ul style="list-style-type: none"> • Nursing (for medical concerns)
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All Notifications MUST be made within 8 hours of the incident.

Document all Notifications made in the notifications section of the GER.

☎ - Notifications must be made by telephone. GER – Notifications can be made through the GER













*Include the contact's name & title, time the notification was made, how the notification was made, and the name of the notifying staff member.













Internal Personnel (MDSC)

Contact Name	Title	Office Number	Home Number
Program Manager	Program Manager or On-call Manager	see office phone list	406.544.8729 (on call)
Nursing	Center Nurse or On-Call Nursing	ext. 129 or ext. 113	406.544.7409 (on call)
Dani Solonar	Director of Services (DoS) Easy, Foss, Curtis Mod, Stratford, Tulip, Wylie	406.728.5484 ext. 132	
Vasa Parsons	Director of Services (DoS) Curtis, Helena, Kent, Standish, South Hills, Spurgin	406.728.5484 ext. 131	
Fran Sadowski	CEO	406.728.5484 ext. 103	
Markay Foreman	Medical Services Administrator (MSA)	406.728.5484 ext. 121	
Guardians of Applicable Clients	Guardians of Applicable Clients	see client info sheet	

External Personnel

Contact Name	Title	Phone Number
Patricia Kelleher	AWARE Case Manager	406.543.2202 ext. 2112
Brett Christian	AWARE Case Manager	406.543.2202 ext. 2101
Brianna Pena	AWARE Case Manager	406.543.2202 ext. 2104
Jake Henderson	AWARE CM Supervisor	406-543-2202 ext.2116
Lori Lundberg	DDP CM Supervisor	406.329.5421
Lisa Adler- Saenz	DDP Case Manager	406.329.5422
Amy Gentry	DDP QIS	406.329.5419
Janice Hinze	APS Supervisor	406.329.1309 or 406.329.1315 (direct line)
Debie Unruh (Must call)	Licensing – For Residential Incidents only	406.329.1592

EVENT TYPE	CRITICAL (HIGH) <i>* BE SURE TO SUBMIT CRITICAL WITNESS STATEMENTS</i>	REPORTABLE (MEDIUM)	INTERNAL (LOW)
Injury Damage inflicted to the body (see list below) <i>*(Self Injurious Behavior and Seizure are not event types, but causes of injuries. Don't use Injury if an Injury did not occur.)</i>	Any injury of known or unknown origin that requires an ER visit or physician visit that results in hospital admission, or injury from suspected abuse, neglect, or exploitation. Notifications:  MDSC Internal Personnel, Guardian, & Licensing <i>If abuse is suspected, notify APS as soon as possible by phone.</i>	Visit to ER/NowCare without admission or requires treatment by staff or Nursing such as First Aid, or treatment with a PRN for pain beyond OTC . Watch for complaints of pain. Notifications:  Nursing & PM	Temporary incident that results in a very minor injury requiring no treatment except OTC pain medication, Band Aid, or compresses. If no injury, use Accident; No Apparent Injury . Notifications:  Nursing
Injuries listed in the drop down menu are: <ul style="list-style-type: none"> • abrasion • airway obstruction • allergic reaction • bite/sting • bleeding • blister burn • choking • concussion • cut • dislocation • fracture • frostbite • hematoma • hyperthermia • infection • laceration • lesion • loss of consciousness • pain • poisoning • pressure ulcer • puncture/ rash/hives • redness • scrape scratch • sprain/strain • sunburn • swelling/edema • Other (specify) Examples: <ul style="list-style-type: none"> ○ loss of fingernail ○ loss of tooth ○ hypothermia 			
Medication Error	Any medication error that causes the outcome of the incident to elevate to a critical notification; includes death, hospitalization, or incidents that are caused by suspected abuse or neglect. Notifications:  MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP	Any other medication error that is not classified as "Internal" or "Critical" must be considered Reportable. Notifications:  Nursing & PM	Any medication error caused by the physician or a pharmacy error that is discovered but not administered to the individual. Refusal of medication. Notifications:  Nursing
Restraint: Related to Behavior Physical restraint used only for emergency procedure and protection	All Physical restraints & All Mechanical restraints that do not have a medical reason and a physician order. Notifications:  MDSC Internal Personnel, Guardian, and Licensing ASAP. <i>If abuse is suspected, notify APS as soon as possible by phone.</i> GER QIS and Case Manager	N/A	N/A
Restraint: Other Unauthorized use of restricted or prohibited procedures (does not include behavioral PRN- these are classified under Other)	Any unauthorized use of restricted or prohibited procedures. Notifications:  MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP <i>If abuse is suspected, notify APS as soon as possible by phone.</i>	N/A	N/A
Death Permanent cessation of all vital bodily functions	All deaths. Notifications:  MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP <i>If abuse is suspected, notify APS as soon as possible by phone.</i>	N/A	N/A
EVENT TYPE: OTHER <i>(Subcategories chosen from menu in the Event Summary)</i>	CRITICAL (HIGH) <i>* BE SURE TO SUBMIT CRITICAL WITNESS STATEMENTS</i>	REPORTABLE (MEDIUM)	INTERNAL (LOW)
<div style="display: flex; justify-content: space-between;"> <div style="width: 25%;">DO NOT USE:</div> <div style="width: 45%;"> <ul style="list-style-type: none"> • Behavioral Issue • Change of Condition • Complaint and/or Possible Litigation </div> <div style="width: 30%;"> <ul style="list-style-type: none"> • Contraband • Fall Without Injury* • PRN Psychotropic Use • Out of Home Placement </div> <div style="width: 20%;"> <ul style="list-style-type: none"> • Security Breach • Sensitive Situation • Threatening Behavior </div> </div>			
Absent Without Leave (AWOL) or Missing Person Unaccounted for Absence	An individual's whereabouts are unknown, and there is suspected abuse, neglect, or exploitation, or if there are concerns for safety and wellbeing (or they are absent beyond the time outlined in the PSP programs). Notifications:  MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP <i>If abuse is suspected, notify APS as soon as possible by phone.</i>	N/A	N/A
Accident; No Apparent Injury If not due to suspected abuse/neglect/exploitation	If due to suspected abuse, neglect, exploitation. Notifications:  MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP <i>If abuse is suspected, notify APS as soon as possible by phone.</i>	N/A	Example: Fall without Injury* Reported as Low and Internal Notifications:  Nursing

EVENT TYPE: <i>OTHER</i> (Subcategories chosen from menu in the Event Summary)	CRITICAL (HIGH) * BE SURE TO SUBMIT CRITICAL WITNESS STATEMENTS	REPORTABLE (MEDIUM)	INTERNAL (LOW)
Alcohol/Drug Abuse Not due to suspected abuse/neglect/exploitation	N/A	N/A	Reported as Low and Internal Notifications:  Nursing & PM
Altercation: Person to Person (Alleged Victim) The person is the alleged victim of an altercation by another person	If altercation results in harm requiring treatment at medical facility (hospital, doctor's office, ER, NowCare) it is considered an incident of abuse . A report must be made for both the aggressor and victim. Notifications:  MDSC Internal Personnel, Guardian, and Licensing ASAP. If abuse is suspected, notify APS as soon as possible by phone. GER QIS and Case Manager	Physical altercation results in temporary disfigurement that does not require treatment at a medical facility, but may require First Aid from MDSC personnel. A report must be made for both the aggressor and victim. Notifications:  Nursing & PM	No temporary disfigurement and no physical contact (verbal only). A report must be made for both the aggressor and victim. Notifications:  Nursing
Altercation: Person to Person (Alleged Aggressor) The person is the alleged aggressor of an altercation against another person.	If Altercation results in harm requiring treatment at medical facility (hospital, doctor's office, ER, NowCare) it is considered an Incident of abuse . A report must be made for both the aggressor and victim. Notifications:  MDSC Internal Personnel, Guardian, and Licensing ASAP. If abuse is suspected, notify APS as soon as possible by phone. GER QIS and Case Manager	Physical altercation results in temporary disfigurement and does not require treatment at a medical facility (may require First Aid from MDSC personnel). A report must be made for both the aggressor and victim. Notifications:  Nursing & PM	No temporary disfigurement and no physical contact (verbal only). A report must be made for both the aggressor and victim. Notifications:  Nursing
Altercation: Person to Staff The person is the alleged aggressor of an altercation against a provider agency staff person	If Altercation results in harm requiring treatment at medical facility (hospital, doctor's office, ER, NowCare) it is considered an Incident of abuse . Notifications:  MDSC Internal Personnel, Guardian, and Licensing ASAP. If abuse is suspected, notify APS as soon as possible by phone. GER QIS and Case Manager	Physical altercation results in temporary disfigurement and does not require treatment at a medical facility (may require First Aid from MDSC personnel). Notifications:  Nursing & PM	No temporary disfigurement and no physical contact. Notifications:  Nursing
Altercation: Individual/ Client (alleged aggressor) to Other (non MDSC personnel) The person is the alleged aggressor to another individual not in services or a staff.	If Altercation results in harm requiring treatment at medical facility (hospital, doctor's office, ER, NowCare) it is considered an Incident of abuse . Notifications:  MDSC Internal Personnel, Guardian, and Licensing ASAP. If abuse is suspected, notify APS as soon as possible by phone. GER QIS and Case Manager	Altercation results in temporary disfigurement and does not require treatment at a medical facility (may require First Aid from MDSC personnel). Notifications:  Nursing & PM	No temporary disfigurement and no physical contact. Notifications:  Nursing
Assault Attack by a staff or community member to an individual/client	<u>Must be reported to APS and Law Enforcement Immediately!</u>	N/A	N/A
Exploitation See section on Abuse for definitions	<u>Must be reported to APS and Law Enforcement Immediately!</u>	N/A	N/A
Fire	Regardless of cause. Notifications:  MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP	N/A	N/A
Hospitalization	Unplanned or unscheduled admission to hospital (medical or psychiatric). Notifications:  MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP	If not admitted, see <i>Serious Illness or Injury</i> and notify PM, Nurse, DoS and CEO by phone. Submit GER within 8 hours.	N/A
Law Enforcement Involvement	If arrested or ticket issued. Notifications:  MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP	Any incident where law enforcement has been contacted. Notifications:  MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP	N/A
Possible Criminal Activity/Misconduct	N/A	If not due to suspected abuse, neglect, or exploitation Notifications:  Nursing & PM	N/A
EVENT TYPE: <i>OTHER</i> (Subcategories chosen from	CRITICAL (HIGH) * BE SURE TO SUBMIT CRITICAL WITNESS STATEMENTS	REPORTABLE (MEDIUM)	INTERNAL (LOW)

<i>menu in the Event Summary)</i>			
Potential Incident/ Near Miss	N/A	An event that has potential for harm, has a history of a concerning behavior, or an action that should be monitored more closely with the intention to be avoided or prevented and shows a need to be addressed for protection. This includes inappropriate physical touch on top of clothing. Notifications: Nursing & PM	An event that has potential for severe injury or harm, but is narrowly avoided and needs to be addressed for protection. Example: Pica. Notifications: Nursing & PM
Property Damage	N/A	Any damage exceeding \$50.00 in value. If unsure of amount, submit GER anyway. Notifications: Nursing & PM	Under \$50.00 in value. Notifications: PM
Serious Illness Identify what illness in the summary or comments section.	N/A	Any unplanned or unscheduled visit outside of routine care to doctor or same day medical facility without admission to hospital (medical or psychological). Notifications: Nursing & PM, DoS, & CEO	Common cold, migraine, sinus infection where vitals are checked regularly and a PRN may be given. Notifications: Nursing & PM
Suicide	An act or attempt to harm or injure with the stated intent of ending one's life. Notifications: MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP	Verbal threat to harm or injure oneself or end one's life. Notifications: Nursing & PM	N/A
Theft/Larceny Attempt Can be coded as perpetrator or victim.	All incidents of theft or larceny in which abuse, neglect, or exploitation is suspected. Notifications: MDSC Internal Personnel, Guardian, Licensing, QIS and Case Manager ASAP	Theft is greater than \$50 in value. Notifications: PM	Theft is less than \$50 in value. Notifications: PM
Other: Behavioral PRN Medication	N/A	PRN Medication (either prescription or OTC) used to reduce or eliminate behavior. Approved Protocol signed by physician in place. Notifications: Nursing & PM	N/A
Other: Other	N/A	N/A	Emesis, Nosebleed, Rash, etc. Notifications: Nursing

ABUSE, NEGLECT, EXPLOITATION & CIVIL RIGHTS VIOLATIONS

Therap does not list abuse, neglect, exploitation, or civil rights violation as an actual event, but rather a cause of other events. Select "injury" as the Event Type, then in the general information section below the Event Summary, select abuse/neglect and high notification level.

Below are the definitions of Abuse, Neglect, Exploitation and Civil Rights Violation.

Abuse	a. The infliction of physical or mental injury b. The deprivation of food, shelter, clothing, or services necessary to maintain the physical or mental health of an older person or a person with developmental disabilities.
Sexual Abuse	Sexual abuse means the commission of sexual assault, sexual intercourse without consent, indecent exposure, deviant sexual conduct, or incest.
Neglect	The failure of a person who has assumed legal responsibility, or who has a contractual obligation for caring for a person with intellectual/developmental disability, or who has voluntarily assumed responsibility for the person's care, including an employee, facility, home, or agency, to provide food, shelter, clothing or services necessary to maintain the physical or mental health of a person with ID/DD.
Self-Neglect	Failure of a person to meet their own needs and/or accept offered services.
Exploitation	a. The unreasonable use of a person with ID/DD to obtain control of or to divert to the advantage of another the ownership, use, benefit, or possession of a person's money, assets, or property by means of deception, duress, menace, fraud, undue influence or intimidation with the intent or result of permanently depriving the person of their resources. b. An act taken by a person who has the trust and confidence of a person with ID/DD to obtain the ownership, use, benefit, or possession of a person's money, assets or property by means of deception, duress, menace, fraud, undue influence or intimidation with the intent or result of permanently depriving the person of their resources.
Mental Injury	Identifiable and sustainable impairment of a person's intellectual or psychological functioning or wellbeing.
Physical Injury	Death, permanent or temporary disfigurement, or impairment of any bodily organ or function.
Civil Rights Violation	Any incident that occurs when a person or another person alleges that a civil right of the individual has been violated.

*** Notify internal personnel, guardian, APS, and Licensing immediately by phone and DDP by GER within 8 hours.**