




INCIDENT REPORT REFERENCE GUIDE

- ✓ This is meant to be a quick guide, and incidents are not described in totality; please refer to the IM Manual for further guidance on Incident Reporting.
- ✓ Incident Reports (IRs) are entered into DDP’s Data Management System (DMS).
- ✓ All incidents will be reviewed by the incident management committee.





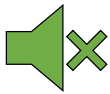
Incident Categories:

	CRITICAL	One that has compromised the safety and well-being of a person. A critical incident an event that requires an immediate response to protect the person and minimize risk. All critical incidents must be reported and require an investigation.
	NON-CRITICAL	One that can compromise the safety and well-being of a person. An event that requires a timely, but not immediate, response to protect the person and minimize risk.
	INTERNAL	Other incidents not listed under critical or non-critical categories. Internal incidents can be reported but it is not required.

Incident Notifications for all Critical, Non-Critical, and Internal Incidents:

- ✓ Must be reported immediately, but no later than eight (8) hours to the legal representative.
- ✓ Made via phone call, email, text, or written form if the legal representative does not utilize the DDP’s DMS.
- ✓ Must be reported to OIG licensing (if the resident lives in a licensed facility), planning team, DDP, and other providers serving the same person, and APS/CPS (in the case of suspected abuse, neglect, and exploitation) within twenty-four (24) hours.
- ✓ Incidents entered into DDP’s DMS is considered notification for those who have access to the system.

What To Do If You Discover Abuse, Neglect, or Exploitation:

	1. Stop the abuse. You are the “first responder.”
	2. Ensure that the victim is safe and assess injury.
	3. Ensure others in the home and other settings are okay.
	4. Make appropriate notifications. <ul style="list-style-type: none">a. Mandatory Reporting: Employees are required to report and instances of suspected abuse, neglect, mistreatment, or exploitation of clients to APS (Adult Protective Services) or CPS (Child Protective Services).b. Reports to APS or CPS: Must be made by phone or online immediately or within eight (8) hours of witnessing or discovering the incident.<ul style="list-style-type: none">i. APS Phone Number: 1-844-277-9300ii. CPS Phone Number: 1-866-820-5437c. Critical IR: Staff must complete a Critical IR if there is abuse, neglect, or exploitation and make all necessary notifications.
	5. Practice confidentiality.

INTERNAL

Other incidents that do not fall into the critical or non-critical categories are considered internal incidents. Internal incidents can be reported but it is not required.

Event	Definition
Accident – No Apparent Injury	If not due to suspected abuse, neglect, or exploitation, is internal incident.
Altercation	Any altercation where there is no physical contact.
Injury	An incident or injury that is temporary and results in either no injury or minor injury requiring no treatment.
Medication Errors	Physician or Pharmacy Errors, that are discovered but not administered to the person.
Possible Criminal Activity	Suspected possible criminal activity of the person receiving services.
Potential Incident	Any event which has the potential for severe injury or any other harm to a person which is narrowly avoided and needs to be addressed to ensure protection from harm.

NON-CRITICAL

A non-critical incident is a significant event, act, or omission, not otherwise permitted, that may compromise the safety and well-being of a person. A non-critical incident is an event that requires a timely, but not immediate, response to protect the person and minimize risk.

Notification to Legal Representative: Report immediately, but no later than eight (8) hours and made via phone call, email, text, or written form if the legal representative does not utilize the DDP's DMS.

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Event	Definition
Alcohol/Drug Abuse	Misuse of alcohol, misuse of medications, use of illicit drugs. This is a non-critical incident.
Altercation	Any altercation where there is physical contact that does not require treatment at a health care provider facility. A separate incident report for both the aggressor and the victim should be entered.
HCBS Settings Violation	An incident that occurs when there is an allegation that the HCBS Settings Rule requirements have been violated and there is not a modification to the requirements identified in the Plan of Care. That are not categorized as Abuse, Neglect or Exploitation.
Hospice	A facility or program designed to provide palliative care and emotional support to the terminally ill in a home or homelike setting.
Injury	Injuries requiring treatment by staff or onsite medical personnel such as first-aid, treatment with a PRN pain medication (not over-the-counter medications) or requiring medical treatment at an off-site location (emergency room, walk in etc.) without admission to a hospital.
Medication Errors	Medication errors apply when prescribed medications are given in a manner different than prescribed.
Medication Refusals	People have the right to refuse medication. If possible, try to find out why the medication is being refused. Do not give a second dose of medication that has been refused.
Possible Criminal Activity	If law enforcement is contacted.

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Property Damage	Any type of property damage exceeding \$50.00 in value.
PRN	PRN is an abbreviation for the Latin pro re nata meaning "when needed" or as more commonly stated, "as needed." It is used when a medication is to be given only under certain circumstances rather than on a regular schedule. PRN Medication administered to reduce or eliminate a behavior is strictly prohibited unless prescribed by a physician for a medical reason and an approved protocol signed by the physician is in place. All <u>psychotropic</u> PRNs are non-critical.
Suicide	An incident involving a <u>threat</u> to harm or injure with the perceived intent to end one's own life.
Unplanned Medical Visit	A person visits a same day care type facility, including emergency room, and it does not result in admission to a hospital, for either medical or psychological illnesses. Any unplanned medical doctor visits (outside of routine care).

CRITICAL

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Notification to Others: Report to QAD licensing (if the resident lives in a licensed facility), planning team, DDP, and other providers services the same person, and APS/CPS (in the case of suspected abuse, neglect, and exploitation) within twenty-four (24) hours.

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Event	Definition
Abuse	(a) the infliction of physical or mental injury; or (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 a developmental disability without lawful authority. A declaration made pursuant to 50-9-103 constitutes lawful authority; or (c) the causing of personal degradation of an older person or a person with a developmental disability in a place where the older person or person with a developmental disability has a reasonable expectation of privacy. Reference, Mont. Code Ann. § 52-3-803. <u>Sexual Abuse:</u> The commission of sexual assault, sexual intercourse without consent, indecent exposure, deviate sexual conduct, incest, or sexual abuse of children as described in Title 45, chapter 5, part 5, and Title 45, chapter 8, part 2. Reference, ARM 52-3-803 (http://www.mtrules.org/).
Neglect	The failure of a person who has assumed legal responsibility or a contractual obligation for caring for an older person or a person with a developmental disability or who has voluntarily assumed responsibility for the person's care, including an employee of a public or private residential institution, facility, home, or agency, to provide food, shelter, clothing, or services necessary to maintain the physical or mental health of the older person or the person with a developmental disability. Reference, MCA 52-3-803
Exploitation	(a) the unreasonable use of an older person or a person with a developmental disability or of a power of attorney, conservatorship, or guardianship with regard to an older person or a person with a developmental disability in order to obtain control of or to divert to the advantage of another the ownership, use, benefit, or possession of or interest in the 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 older person or person with a developmental disability of the ownership, use, benefit, or possession of or interest in the person's money, assets, or property; (b) an act taken by a person who has the trust and confidence of an older person or a person with a developmental disability to obtain control of or to divert to the advantage of another the ownership, use, benefit, or possession of or interest in the person's money, assets, or property by means of deception, duress, menace, fraud,

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Event	Definition
	undue influence, or intimidation with the intent or result of permanently depriving the older person or person with a developmental disability of the ownership, use, benefit, or possession of or interest in the person's money, assets, or property; (c) the unreasonable use of an older person or a person with a developmental disability or of a power of attorney, conservatorship, or guardianship with regard to an older person or a person with a developmental disability done in the course of an offer or sale of insurance or securities in order to obtain control of or to divert to the advantage of another the ownership, use, benefit, or possession of the 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 older person or person with a developmental disability of the ownership, use, benefit, or possession of the person's money, assets, or property. Reference, MCA 52-3-803
Absence (Unaccounted for)/Missing Person	If a person's whereabouts are unknown beyond a time normally expected as outlined in the person's Plan of Care (PSP).
Altercation	Any altercations resulting in harm to another person requiring treatment at a health care facility, is a separate critical incident for both the aggressor and the victim.
Assault	An attack by a community member, not affiliated with services, on a person receiving services. This must be reported to APS/CPS and law enforcement immediately. This is a critical incident and requires an investigation.
Death	The permanent cessation of all vital bodily functions is a critical incident with critical notification and requires investigation.
Fire	This is a critical incident regardless of cause or extent.
HCBS Settings Violation	An HCBS violation that meets the definition of "Abuse," "Neglect," "Exploitation" should be categorized as Abuse," "Neglect," and/or "Exploitation" and will be a critical incident.
Hospitalization	Any unplanned/unscheduled admission to a hospital or any unplanned/unscheduled psychiatric hospitalization is a critical incident.

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Event	Definition
Injury	An injury that results in admission to the hospital or there is suspected abuse, neglect, or exploitation that requires a report to APS/CPS.
Medication Errors	Medication errors that result in admission to the hospital or death; or there is suspected abuse, neglect, or exploitation that requires a report to APS/CPS; or involves a controlled substance.
Possible Criminal Activity	If the person is arrested.
Suicide	An incident involving an <u>act (attempt)</u> to harm or injure with the perceived intent to end one's own life is considered a critical incident.
Restraint	All uses of physical and mechanical restraints are reported as critical incidents. Medically related restraints do not need to be reported.
Physical Restraint	"Physical restraint" means the restriction of the person's movement by holding or applying physical pressure to bring the person's behavior under control in order to avoid the risk of serious harm to the person or other person(s). The term physical restraint does not include the use of physical prompts, graduated guidance or medically related restraints. Physical restraint may only be used as an emergency procedure as described in ARM 37.34.1420. Once the threat or emergency has passed, and the person is stable, the physical restraint must end.
Mechanical Restraint	"Mechanical restraint" means a physical device used to restrict the person's movement or restrict the normal function of the person's body. The term "mechanical restraint" does not include safety devices or medically related restraints. Mechanical restraints are prohibited.
Seclusion	"Seclusion" means requiring the person to remain alone in a room or any area behind a closed door which prevents them from leaving or being observed for a period of time. Seclusion is a critical incident.