

# OCDD Critical Incident Reporting

Self-Direction Participants

# Training Topics

- ▶ Critical Incident Reporting Procedures & Responsibilities
- ▶ What Are Reportable Incident Categories?

# Reporting Procedures & Responsibilities: Self-Direction Participant and Family

- ▶ • Report incident to Support Coordinator or your Support Coordination Agency within two (2) hours of the incident
- ▶ • If unable to reach your SC or SC Agency, contact your Local Governing District or Authority within two (2) hours of the incident
- ▶ • If unable to reach your SC or SC Agency or the LGE, report to the OCDD State Office within two (2) hours of the incident 225/342-0095

# Reporting Procedures & Responsibilities: Self-Direction Participant and Family

- ▶ •Report incident to protective services, if applicable
- ▶ •Cooperate with investigations
- ▶ •Participate in planning meetings
- ▶ •Must report Critical Incidents even if they occur when no paid worker is present
- ▶ •Must report even if a family member is a doctor/nurse

# Reporting Procedures & Responsibilities: Direct Service Worker (your employee)

- ▶ •Take immediate action to protect the participant from harm and respond to emergency needs
- ▶ •Report abuse, neglect, exploitation, or extortion to protective services
- ▶ •Cooperate with investigation

# What are Reportable Incidents (Incident Categories)?

**Abuse (child)** means any of the following acts, which seriously endanger the physical, mental, or emotional health, and safety of the child including:

- ▶ □ The infliction or attempted infliction, or, as a result of inadequate supervision, the allowance or toleration of the infliction or attempted infliction of physical or mental injury upon the child by a parent or by any other person.
- ▶ □ The exploitation or overwork of a child by a parent or by any other person.
- ▶ □ The involvement of a child in any sexual act with a parent or with any other person, or the aiding or toleration by a parent or the caretaker of the child's sexual involvement with any other person, or the child's involvement in pornographic displays or any other involvement of a child in sexual activity constituting a crime under the laws of this state (*Louisiana Children's Code, Article 1003 (1)*).

# What are Reportable Incidents (Incident Categories)? continued

- ▶ **Abuse (adult/elderly)** means the 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/her health, self-determination, or emotional well-being is endangered (*R.S. 15:503*)
- ▶ **Death** is determined by the physician or coroner who issues the death certificate for an individual. All deaths are reportable regardless of the cause or the location where the death occurred.
- ▶ **Exploitation** means the illegal or improper use or management of an aged person's or disabled adult's funds, assets, or property, or use of the person's or disabled adult's power of attorney or guardianship for one's own profit or advantage (*R.S. 15:503*).
- ▶ **Extortion** means the acquisition of a thing of value from an unwilling or reluctant adult by physical force, intimidation, or abuse of legal or official authority (*R.S. 15:503*).

# What are Reportable Incidents (Incident Categories)? continued

**Fall** means a fall occurring when the person is:

- ▶ □ Found down on the floor or ground (unwitnessed event); or
- ▶ □ Comes to rest on the floor or ground unintentionally, assisted or unassisted (witnessed).

# What are Reportable Incidents (Incident Categories)? continued

- ▶ **Involvement with Law Enforcement** occurs when a participant, his/her staff, or others responsible for the participant's care, are involved directly or indirectly in an alleged criminal manner, resulting in law enforcement becoming involved such as:
  - ▶ □ A participant is arrested for an offense/crime.
  - ▶ □ Staff arrested while on duty
  - ▶ □ Victim of a crime: A participant is the victim of a reportable offense under local, state, or federal statutes.

## What are Reportable Incidents (Incident Categories)? continued

- ▶ **Loss or Destruction of Home** means damage to or loss of the participant's home that causes harm or the risk of harm to the participant. This may be the result of any man-made or natural action, including, but not limited to, wind damage, fire, flood, eviction, and an unsafe or unhealthy living environment.

# What are Reportable Incidents (Incident Categories)? continued

- ▶ **Major Behavioral Incident** means an incident engaged in by a participant that is alleged, suspected, or witnessed by the reporter that can reasonably be expected to result in harm, or that may affect the safety and well being of the participant. The following are major behavioral incidents:

Attempted Suicide, Suicidal Threats, Self-endangerment, Elopement/Missing, Self-Injury, Property Destruction, Offensive sexual behavior, Sexual aggression, Physical aggression

# What are Reportable Incidents (Incident Categories)? continued

- ▶ **Major Illness** means any substantial change in health status, illness, or sickness (suspected or confirmed) which requires unscheduled treatment, or other medical intervention by a physician, nurse, dentist, or other licensed health care providers. A trip to the E.R., Urgent Care or an UNSCHEDULED visit to a personal physician is a reportable incident. Routine doctor visits need not be reported unless in the course of the routine visit a change in status is discovered.

# What are Reportable Incidents (Incident Categories)? continued

- ▶ **Major Injury** means any suspected or confirmed wound or injury to a participant of known or unknown origin requiring medical attention by a physician, nurse, dentist, or any licensed health care provider. Note: Use this category only if there is no reason to suspect abuse or neglect. If abuse or neglect is suspected, then the proper category is either abuse or neglect and the incident should reflect the applicable category.

# What are Reportable Incidents (Incident Categories)? continued

- ▶ **Major Medication Incident** means the administration or self-administration of medication in an incorrect form, not as prescribed or ordered, or to the wrong person, or the failure to administer or self-administer a prescribed medication, which requires or results in medical attention by a physician, nurse, dentist, or any licensed health care provider. The following are major medication incidents:

Staff error, Pharmacy error, Person error, Medication Non-adherence, Family error which result in the need for medical attention from a licensed health care provider.

# What are Reportable Incidents (Incident Categories)? continued

- ▶ Neglect
- ▶ Restraint use - Behavioral, Medical, Chemical, Mechanical or Personal Restraint
- ▶ Self-Neglect

# What are Reportable Incidents (Incident Categories)? continued

- ▶ **Health care admission** means the admission of a person to a hospital or other health care facility for the purpose of receiving medical care or other treatments, et cetera. Note: Scheduled treatment of a medical condition on an inpatient or outpatient basis for a routine or planned visit is not considered a reportable critical incident and is not reportable. The following are reportable health care admissions:

Acute care Facility, Emergency Room, Nursing Home, Psychiatric hospital, Rehabilitation facility and Respite Center/Supports and Services Center