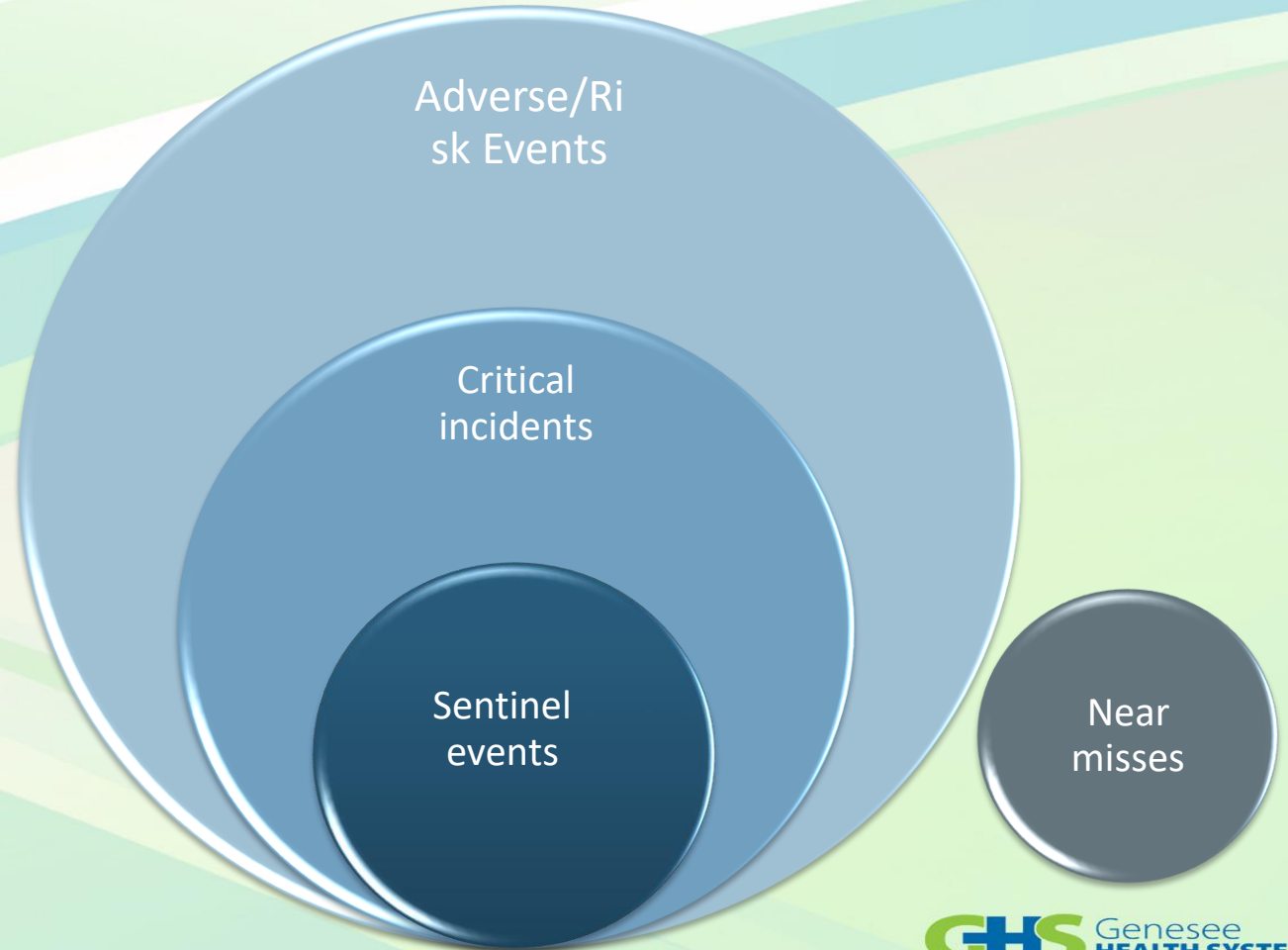# Critical Incident Reporting

Safety isn't expensive- it's priceless!

- Author unknown

Critical Incidents

- Critical incidents specifically include:

❖ Consumer events related to death (suicide and non-suicide).

❖ Hospitalization due to injury or medication error.

❖ Emergency medical treatment due to injury or medication error.

❖ Arrest.

Adverse/Risk Events

Critical incidents

Sentinel events

Near misses

GHS Genesee HEALTH SYSTEM
Hope and health in the community

Sentinel Events

- An unexpected occurrence involving death (not due to the natural cause of a health condition) or a serious physical or psychological injury (loss of limb or function), or risk thereof.

Considerations:

- Any injury or death that occurs from the use of a behavioral intervention is considered a sentinel event.

- Risk thereof: the same situation, repeated, without intervention would result in the above.

If a sentinel event occurs, please call the Clinical Risk Office immediately and inform them in addition to completing a Critical Incident Report and notifying the Office of Recipient Rights.

GHS Genesee HEALTH SYSTEM
Hope and health in the community

Near Misses

- Any event or situation that could have resulted in an accident, injury or illness but did not, either by chance or through timely intervention

- Why are tracking near misses important?
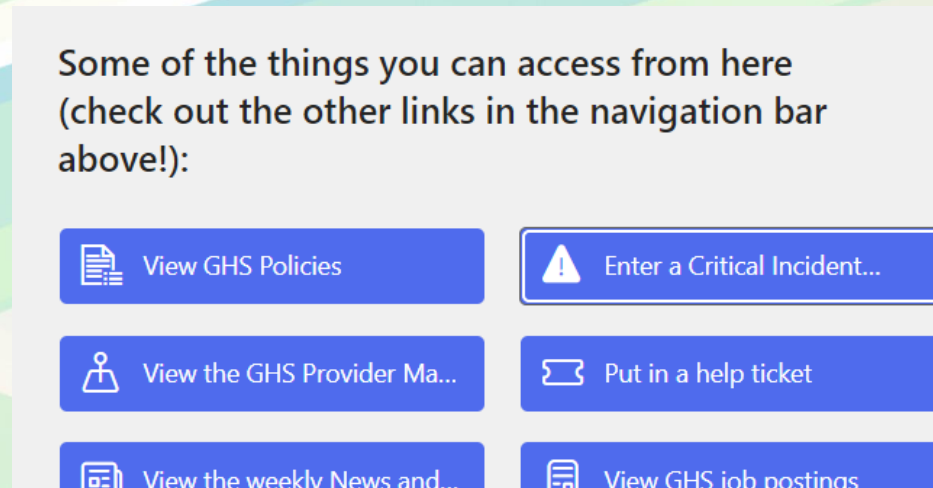

A Near Miss
Not Reported
Is The Next Accident

GHS Genesee HEALTH SYSTEM
Hope and health in the community

What do we report?

- Death (including suicide)

- Hospitalization (medication error or injury)

- Emergency Medical Treatment (medication error or injury)

- Any other Medication Error

- Arrest

- Elopement

- Suspected Abuse/ Neglect

- Unscheduled/unplanned Medical Hospital Admission for Illness

- Use of Physical Management

- Law Enforcement Contacts by staff

- Evacuation (fire, flood, infestation, loss of power/utilities, etc)

- AMA discharge (applies to CRU only)

GHS Genesee
HEALTH SYSTEM
Hope and health in the community

How do we report? The Critical Incident Form

- The Network Critical Incident Report can be found on SharePoint/GHS Intranet:

Some of the things you can access from here (check out the other links in the navigation bar above!):

📄 View GHS Policies	⚠️ Enter a Critical Incident...
👤 View the GHS Provider Ma...	🎫 Put in a help ticket
📰 View the weekly News and...	📑 View GHS job postings

Clicking this link will take you to the CIR system, and you will be able to choose to complete a Network Critical Incident Report or a Network Physical Management and Law Enforcement Contact Report

8/29/2023

GHS Genesee HEALTH SYSTEM
Hope and health in the community

Non-reportable events

- Staff injuries

- Minor consumer injuries that only require first aid

- Serious challenging behaviors

- Scheduled non-emergent hospitalizations

- Illness that did not require hospitalization

- Convictions

GHS Genesee
HEALTH SYSTEM
Hope and health in the community

Reporting Physical Management and Law Enforcement Contacts

- Use of physical management must never be included in a treatment plan

- Physical management can only be used on an <u>emergency</u> basis when the situation places the individual or others at <u>imminent risk</u> of serious physical harm.

- Law enforcement contacts are reportable when staff initiate the 911 call

- Report using the Physical Management and Law Enforcement Contact form

GHS Genesee HEALTH SYSTEM
Hope and health in the community

Physical Management Reporting Guidelines

- In the event physical management is used, there is specific information required in the body of the form.

- The following information is required:
  - Which CPI Non-Violent Crisis Intervention Technique and/ or DCW Physical Intervention was used
  - Total number of times each intervention was used
  - Total length of time for each intervention (min/sec)

CPI Techniques

Kick Block

Strike Block

Grab Release

Hair Pull Release

Front or Back Choke

Bite Release

Team Control Position

Children's Control Position

Interim Control Position

Transport Technique

DCW Physical Interventions

Flail Block

Strike Block

Grab Release

Hair Pull Release

Front or Rear Neck Grab Release

Bite Release

Choke Hold

One Person Comealong

Two person Comealong

Wrap Around

Sitting Wrap Around

GHS Genesee HEALTH SYSTEM
Hope and health in the community

Physical Management: other considerations

- In addition to specifics regarding physical management techniques, the following also needs to be documented:

  - Description of the challenging behavior that resulted in the use of physical management

  - Other de-escalation techniques or positive supports utilized prior to physical management

  - Any injury that occurred as a result of physical management

  - Is the challenging behavior currently addressed through a behavior plan?

  - Did the behavior result in property damage greater than $100?

Reporting timeframes

- The critical incident report is required to be completed **by the end of the work day within 24 hours** of first knowledge of the incident.

- If it is a **sentinel event** (death, serious physical or psychological injury, or injury or death related to behavioral intervention/physical management), **call the Risk Office and complete critical incident report**

- If there is **suspected abuse and neglect**, **call the Office of Recipient Rights and complete critical incident report.**

GHS Genesee HEALTH SYSTEM
Hope and health in the community

Other considerations

- Incident Reports should **never** be uploaded to a consumer's CHIP record

- You should **never** document in a CHIP record that you completed an Incident Report.

- Incident reports should **never** be printed or copied for any reason

GHS Genesee **HEALTH SYSTEM**
Hope and health in the community

Recap!

- What do we report?