

## The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Recipient Rights	RR		135.1
Subject Title <b>Unusual Incident Reports</b>	Adopted 9/26/96	Last Revised 08/31/17	Reviewed 4/22/99; 3/29/10; 2/6/2014; 11/3/15; 1/4/17; 8/31/17

### PROCEDURE

This procedure shall apply to The Right Door for Hope, Recovery and Wellness and all services operated by or under contract with it. This procedure shall serve as a guide to assure compliance with Board policy regarding Recipient Rights.

#### Application

1.0 Any unusual incidents or accidents which occur within the organization or provider network which are disruptive or adversely affect a consumer, or group of consumers must be documented and reported in a timely manner.

2.0 Incidents of a serious or critical nature must be reported immediately to the Chief Executive Officer (CEO), or designee and Program Manager.

3.0 Incidents that occur in the community and appear in the news will be reported in the following Manner.

3.1 If an employee discovers a death or incident by way of news or social media and believes that it may be a current or prior consumer of our service they will inform their supervisor.

3.2 The informed supervisor will contact the Compliance Officer who will determine if the person is or has been served by our agency.

3.3 If the person is confirmed to be open or open in the past by our agency, the primary case worker's Supervisor shall be notified so the proper incident reporting as outlined in this procedure can occur.

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4.0 Incidents which meet the criteria for the reportable events as identified in the MDHHS/PIHP Event Reporting System shall be reported to the PIHP in a timely manner in accord with requirements for each type of reportable event and the corresponding reportable populations as defined by MDHHS.

4.1 Specific reportable events include:

4.1.1 Suicide

4.1.2 Non-suicide death

4.1.3 Emergency medical treatment due to injury or medication error

4.1.4 Hospitalization due to injury or medication error

4.2 Incidents that meet criteria for one of the reportable events shall be reviewed and subsequently reported to the PIHP and/or accrediting body per reporting requirements.

4.3 All incident reports will be reviewed by designated personnel to assure adequate monitoring and/or follow-up of subsequent recommendations.

4.4 Annual trending of incidents/events will be prepared and reviewed by appropriate monitoring committees/administrative personnel.

5.0 In the event of a critical incident, the responsible individual involved with the incident will immediately notify the appropriate Program Manager and the Recipient Rights Officer/Advisor.

5.1 The Program Manager will notify the Chief Executive Officer (CEO) or designee.

5.2 The Recipient Rights Officer will determine whether the incident report warrants a recipient rights intervention or investigation as required by the MI Mental Health Code and agency policy.

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5.3 The Recipient Rights Officer will notify the Program Manager and consult with the QI Manager and Medical Director if necessary within one business day to determine if the event requires a root cause analysis (sentinel event/critical incident review).

5.4 The Recipient Rights Officer or designated staff will notify the PIHP and/or the accrediting body of critical incidents/sentinel events as required.

6.0 In the event of an injury in an unusual incident where there is reasonable cause to suspect abuse or neglect, the Recipient Rights Officer shall follow the procedures outlined in the Board Recipient Rights Abuse and Neglect Policy.

7.0 Completing an Incident Report Form:

7.1 Employees who witness, discover, or are notified of unusual incidents or accidents involving a consumer shall:

7.1.1 Take immediate action to protect, comfort, and arrange for emergency medical treatment of the consumer, as necessary.

7.1.2 Notify the appropriate Supervisor/CEO of a serious incident or injury involving a consumer.

7.1.3 Complete an Incident Report form and give the report to their supervisor by the end of the shift.

7.1.4 The report must be completed in a neat, accurate and timely manner before the end of the shift.

7.1.5 Record the full name of the individual involved in the incident. Any other consumers present/involved during the time of the incident should be identified by initials.

7.1.6 Provide all pertinent information as requested by the prompts on the form.

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7.1.7 Narrative statements should be clear, concise, and devoid of opinion. State the facts, actual sequence of events of the incident, and the names of consumer(s) and employee(s) involved.

7.1.8 Explain what happened: Include what the consumer was doing at the time of the incident which may have precipitated the occurrence. If the incident involves an injury, describe the extent of the injury.

7.1.9 Action taken by staff: Check the appropriate box. Include brief description of action taken to prevent recurrence of incident.

7.1.10 If the consumer is a COFR case, then the COFR must be provided with the copy of the Incident Report for reporting to the PIHP.

7.1.11 The completed Incident Report Form should be routed for review to the Case Manager, Registered Nurse, Program Manager/Supervisor, and the Recipient Rights Officer.

### 8.0 Review of the Incident Report:

8.1 Clinician/Supervisor agrees with action taken? If not, provide a brief, concise narrative. Administrative action to remedy and/or prevent recurrence of incident: State follow-up and/or corrective action taken by the supervisor to assure the incident does not recur.

8.2 Recipient Rights Officer will review the Incident Report and then sign. Then one of the following should be selected: proper action taken; recipient rights investigation initiated; referred for Critical Incident Review; other/comments.

8.3 Incident Report Forms will be maintained by the Recipient Rights Officer in a separate locked file from the medical record.

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### 9.0 Summary

9.1 If an incident is observed by a staff member or a staff member is informed of an incident which occurs within the organization or provider network which is disruptive or adversely affects a consumer, or group of consumers:

9.1.1 The staff member completes and initials the Incident Report form and submits it to their immediate supervisor.

9.1.2 The supervisor reviews and completes the appropriate section on the Incident Report form.

Note: If there is an injury to a consumer, the appropriate person, (such as nurse, physician, emergency room staff) should complete the "Description of Injury" section on the Incident Report form.

9.1.3 The primary staff submits the Incident Report form to the Recipient Rights Officer within twenty-four (24) hours of the incident.

9.1.4 The Recipient Rights Officer reviews the Incident Report forms, gathers more information if necessary and files recipient rights complaints where indicated.

### References

CARF Behavioral Health Standards Manual  
Michigan Mental Health Code  
Michigan DHHS Event Reporting System Requirements

Robert S. Lathers, Chief Executive Officer	Date		