

## The Right Door for Hope, Recovery and Wellness

Chapter Title  Clinical	Section #  C		Subject #  392
Subject Title <b>Sentinel Events</b>	Adopted 11/22/04	Revised 3/28/16	Reviewed: 2/21/06; 2/26/07; 2/23/09; 1/25/10; 1/24/11; 1/23/12; 4/22/13; 4/28/14; 3/23/15; 3/28/16

### POLICY

#### Application

This policy shall apply to staff and contractual providers of The Right Door for Hope, Recovery and Wellness.

#### 1.0 INTENT

It is the intent of this policy is to ensure that the organization identifies, reports, and responds appropriately to all sentinel events occurring in the organization or associated with services the organization provides.

#### 2.0 DEFINITIONS

Sentinel Event: an unexpected occurrence involving death (not due to the natural course of a health condition) or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase “or the risk thereof” includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome. Any injury or death that occurs from the use of any behavior intervention is considered a sentinel event.

Root Cause Analysis (or Investigation): a process for identifying the basic or causal factor(s) that underlie variation in performance, including the occurrence or possible occurrence of a sentinel event. A root cause analysis focuses primarily on systems and processes.

Department of Health and Human Services (DHHS) Reportable Population: Individuals who, at the time of the event, are the responsibility of/receiving services from The Right Door for Hope, Recovery and Wellness, and:

- Reside in a 24-hour specialized residential setting or Child Caring Institution, or

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- Reside in a substance abuse residential treatment program, or
- Reside in their own homes receiving Community Living Services, or
- Receive Targeted Case Management services, or
- Receive Assertive Community Treatment (ACT) services, or
- Receive Home-Based services, or
- Receive Wraparound services, or
- Receive Habilitation Supports Waiver Services, or
- Are enrolled in the Children's Waiver or the Children's SED Waiver Programs.

### 3.0 IDENTIFYING SENTINEL EVENTS - DHHS

Incidences that meet the following criteria are reviewed as sentinel events and are subsequently reported to DHHS per reporting requirements:

- 1) The individual falls within the definition of DHHS Reportable Population, and,
- 2) The incident meets the definition of a sentinel event, and,
- 3) The incident falls into one of the following categories:
  - Death not occurring as a natural outcome to a chronic condition, illness, or disease
  - Serious physical illness requiring admission to hospital; does not include planned surgeries or illness directly related to the natural course of the person's chronic illness or underlying condition)
  - Serious injury requiring emergency room visit and/or admission to hospital; includes those resulting from abuse or accidents; includes those treated at med-centers and urgent care clinics/centers
  - Serious challenging behavior not already addressed in a treatment plan; includes significant property damage in excess of \$100, attempts at self-inflicted harm or harm to others, or unauthorized leaves of absence
  - Medication error of wrong medication, wrong dosage, double dosage, or missed dosage; does not include consumer refusal of medication.

### 4.0 IDENTIFYING SENTINEL EVENTS - CARF

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Incidences meeting the following criteria are subject to review by the Commission on Accreditation of Rehabilitation Facilities (CARF)

- 1) The individual is receiving services from a CARF accredited program, and
- 2) The incident meets the definition of sentinel event.
  - Deaths occurring from natural causes, in a program not accredited, or unrelated to service delivery, should *not* be reported.

### 5.0 REPORTING and INVESTIGATION

- 5.1 Procedures shall assure all suspected, alleged, or actual sentinel events shall be reported immediately to appropriate personnel.
- 5.2 The incident will be reviewed to determine if it meets the DHHS or CARF definition of a sentinel event and appropriate analysis/investigation and action planning will be initiated.
- 5.3 All incidences determined to be a sentinel event shall be reported to state and local authorities as required by law. All occurrences determined to be a sentinel event according to DHHS and/or CARF criteria shall be reported to DHHS and/or CARF according to their reporting requirements and as permissible by law.

### References

CARF Standards Manual, Business Guidelines, Health and Safety,  
MDHHS/CMHSP Managed Mental Health Supports and Services Contract, Management Information/Reporting Requirements.

Melissa McKinstry, Board Chairperson	Date		