

233. Critical Incident Reporting Guideline

Per the Adult Protective Services Act (WS 35-20-103): "Any person or agency who knows or has reasonable cause to believe that a vulnerable adult is being or has been abused, neglected, exploited, abandoned or is committing self-neglect, shall report the information immediately..."
After assuring the health and safety of the participant and other individuals.

Any incident that involves:

Suspected ABUSE/USE OF SECLUSION is defined as intentionally or recklessly inflicting physical or mental injury, unreasonable confinement, intimidation, cruel punishment and may include sexual offenses.

Suspected SELF ABUSE is characterized as abuse (Intentionally or recklessly inflicting physical or mental injury, unreasonable confinement, intimidation, cruel punishment and may include sexual offenses) inflicted by self.

Suspected NEGLECT is defined as the act of depriving a vulnerable adult of the minimum food, shelter, clothing, supervision, physical and mental health care, and other care necessary to maintain life or health, or which may result in a life-threatening situation.

Suspected SELF-NEGLECT is when a vulnerable adult is unable, due to physical or mental disability, or refuses to perform essential self-care tasks, including providing essential food, clothing, shelter, or medical care, obtaining physical or mental health care, emotional well-being and general safety, or managing financial affairs.

Suspected EXPLOITATION is defined as the reckless or intentional act taken by any person, or any use of the power of attorney, conservatorship or guardianship of a vulnerable adult, to obtain control through deception, harassment, intimidation or undue influence over the vulnerable adult's money, assets, or property with the intention of depriving the vulnerable adult of those assets, or to intentionally misuse the principal's property, and in so doing, adversely affect the principal's ability to receive healthcare or pay bills for basic needs or obligations.

Suspected ABANDONMENT is defined as leaving a vulnerable adult without financial support or the means or ability to obtain food, clothing, shelter or health care.

Participant DEATH due to any cause.

INTIMIDATION is defined as the communication by word or act to a vulnerable adult that he, his family, friends or pets will be deprived of food, shelter, clothing, supervision, prescribed medication, physical or mental health care and other medical care necessary to maintain a vulnerable adult's health, financial support or imply that they will suffer physical violence.

SEXUAL ABUSE/ASSAULT means sexual contact including, but not limited to, unwanted touching, all types of sexual assault or battery as defined in W.S. 6-2-302 through W.S. 6-2-304, sexual exploitation and sexual photographing.

POLICE INVOLVEMENT is defined as any incident that results in police involvement with participants, including but not limited to arrests of participants, questioning of participants by law enforcement, or police calls to participant's home or service delivery site.

CRIME as defined by the Wyoming Criminal Code.

INJURIES CAUSED BY RESTRAINTS, including drugs used as restraints, physical restraints, and mechanical restraints.

SERIOUS INJURY An injury, such as suspected fractures, wounds requiring stitches, or injuries due to falls, which requires an emergency room visit, hospital visit, or non-routine visit to a doctor or clinic.

ELOPEMENT/WANDERING The unexpected or unauthorized absence of an individual for more than four hours when that person is receiving waiver services or the unexpected or unauthorized absence of any duration.

MEDICATION ERROR/OVERDOSE is an event where a participant is given (1) the wrong medication, (2) the wrong dosage, (3) medication which should have gone to a different participant, (4) medication via an incorrect delivery route (such as oral vs. topical), or (5) medication at the wrong time (by an hour or more from the scheduled time). DFS, P&A, and law enforcement notification is not required for this incident type, but DDD notification via an incident report is required.

EMERGENCY USE OF RESTRAINTS is an unplanned event where restraints were used to restrain a participant.

MEDICAL EMERGENCY/BEHAVIORAL ADMISSION/OTHER SENTINEL EVENTS indicate that the participant was admitted to a Medical or Behavioral care facility for additional treatment. This incident does not require notifications to the various agencies. **A sentinel event is an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function.**

USE OF RESTRAINTS – any time a physical, mechanical or chemical restraint is deployed on a participant, whether it is an emergency restraint or one that has been ordered by a physician and approved in the plan of care.

OTHER INJURY means a visible injury that does not require a doctor's visit.

Upon determining that an incident meets the above standards, staff will call:

Call 911, if immediate medical treatment is needed.

- 1) Call On-Call Supervisor.
 - a. On-Call supervisor will notify Medical Professional, when appropriate.
 - b. On-Call supervisor will gather all needed information regarding the incident.
 - c. On-Call supervisor will call Case Manager and Program Coordinator. If a medication needs to be added to the MAR, the Director of Health Care Services should be notified.
 - d. On-Call supervisor will voice mail the following: CEO or designee, COI/CH Director, Program Coordinator, Director of Health Care Services and Training Director.
- 2) Program Coordinator or designee will review the incident to determine if it meets the criteria as a Reportable Critical Incident. If the incident is determined to be reportable, the Program Coordinator or designee will complete and send the DDD Initial Notice of Incident Report form and inform the participant's guardian and when warranted DFS and P&A.
 - a. Program Coordinator or designee will notify the following of a report being filed: CEO or designee, COI/CH Director, Director of Health Care Services, and Training Director.
- 3) If the alleged incident requires staff disciplinary action or reassignment, On-Call supervisor will contact the COI/CH Director or Human Resources to determine needed staff action.
- 4) DSP needs to document the incident by completing a GER in Therap prior to the end of their shift.
- 5) If there is a med error, please follow MRSI Medication Guidelines.

IT'S YOUR DUTY TO REPORT!

<https://health.wyo.gov/healthcarefin/hcbs/>, click on: "HCBS Incident Submission Guidance Manual," or call (307) 777-7115 * Toll Free (800) 510-0280.

OTHER CRITICAL INCIDENTS THAT REQUIRE ADMINISTRATIVE REVIEW

AGGRESSION is any behavior that is intended to cause harm or inflict pain on another person. **If the incident results in police involvement or a medical emergency follow normal critical incident reporting guidelines for POLICE INVOLVEMENT OR MEDICAL EMERGENCY/BEHAVIORAL ADMISSION/OTHER SENTINEL EVENTS.**

BIOHAZARDOUS ACCIDENTS are events that involve exposure to biological agents, such as bacteria, viruses, or toxins, that can cause illness or injury. These accidents can occur in a variety of ways, including: Needle sticks, cuts or punctures, Inhalation, accidental ingestion, splashes to the eyes, mouth, or nose, animal bites. **If the incident results in a medical admission follow normal critical incident reporting guidelines for MEDICAL EMERGENCY/BEHAVIORAL ADMISSION/OTHER SENTINEL EVENTS.**

COMMUNICABLE DISEASE is a disease that is spread from one person to another through a variety of ways that include: contact with blood and bodily fluids; breathing in an airborne virus; or by being bitten by an insect. Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection, AIDS, AIDS Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS), including the SARS-CoV-2 (corona virus) and tuberculosis. **If the incident results in a medical admission follow normal critical incident reporting guidelines for MEDICAL EMERGENCY/BEHAVIORAL ADMISSION/OTHER SENTINEL EVENTS.**

UNAUTHORIZED USE AND POSSESSION OF LEGAL OR ILLEGAL SUBSTANCES is the unlawful possession of a controlled substance or paraphernalia is a criminal offense. **If the incident results in police involvement or a medical emergency follow normal critical incident reporting guidelines for POLICE INVOLVEMENT OR MEDICAL EMERGENCY/BEHAVIORAL ADMISSION/OTHER SENTINEL EVENTS.**

USE AND UNAUTHORIZED POSSESSION OF WEAPONS means possessing or using weapons or articles or substances usable as weapons, including, but not limited to, firearms, incendiary devices, explosives, and dangerous biological or chemical agents. **If the incident results in police involvement or a medical emergency follow normal critical incident reporting guidelines for POLICE INVOLVEMENT OR MEDICAL EMERGENCY/BEHAVIORAL ADMISSION/OTHER SENTINEL EVENTS.**

VEHICULAR ACCIDENT is an incident where a motor vehicle collides with another object. These collisions could involve fixed objects like trees or buildings, as well as other motor vehicles. **If the incident results in police involvement or a medical emergency follow normal**

critical incident reporting guidelines for POLICE INVOLVEMENT OR MEDICAL EMERGENCY/BEHAVIORAL ADMISSION/OTHER SENTINEL EVENTS.

VIOLENCE is intentionally using physical force to hurt, damage, or kill someone or something.
If the incident results in police involvement follow normal critical incident reporting guidelines for POLICE INVOLVEMENT.

Upon determining that an incident meets the above standards:

- 1) The DSP should report and document the incident by completing an ISP Data Behavioral Tracking prior to the end of their shift.