

Incident Report Quick Fact Sheet

When do I need to complete an IR?

An IR Must be completed for **all** unusual events. **“When in doubt, fill it out.”**

This may include but is not limited to incidents, accidents, illnesses, absences, and death:

- Death ● Jail ● Police ● EMS ● Accident/Injury ● Illness ● Elopement ● Hospitalization ● Seizure
- Serious Hostility ● Self Injury ● Harm to others ● property destruction ● Unusual behavior episode
- Significant Verbal aggression ● Documentation of bruises, burns, cuts, bed sores, etc. ● Absence/didn't notify
- Med Error (refused/not given/not available/dropped/etc) ● PRN Med for behavior/anxiety/relaxation

Who fills out the IR? - The **observer** and is also reported to the supervisor (**not completed by supervisor**).

Do I really have to write it before the end of my shift?

YES! IR's MUST be **completed and submitted** to the Office of Recipient Rights within **24hours**. IR's not only protect recipients, but also can protect staff. Remember Investigations for Abuse/Neglect must be started immediately; your timeliness directly impacts Rights Investigations.

What do I write/ How do I fill it out?

Just the facts: Who, What, where, when, how. Needs to be clear, complete, concise and timely.

Other Persons Involved: (The relevant “who” of the story)

- The name of the person(s) who was involved in the accident or incident.
 - Staff = First/Last Name ● Other residents = initials, case #, Resident A, but **no** name!
 - 2+ residents participated in incident **each** need an IR! Ex: A pushed B= IR (behavior) for A **and** IR (Safety) for B.

Facts of the Incident: The When and Where of the story (date, hour, place)

- Double check dates! ● AM/PM matters ● Name the room/location where incident occurred

Explain what happened: (Think of an IR as a story, it should have a beginning, middle, and end)

- Beginning: what caused the incident. (Okay to say unknown)
- Middle: What happened.
 - Describe the behavior ● Describe injury (size, shape, color) ● How did it effect them?

Action Taken by Staff/Tx given

- End: Statement regarding the extent of the injuries, the treatment ordered, and the disposition of the person who was involved.
 - What did you do ● did it work? ● Did you notify anyone? ● Is any follow up needed?

Do I have to notify anyone else?

Incidents of suspected abuse or neglect must be verbally reported IMMEDIATELY to your supervisor, LARA, APS Central Intake and Recipient Rights. Telling a supervisor or other staff, does **not** fulfill legal reporting requirement.

Remember failing to report suspected abuse or neglect is neglect!

If a recipient's rights are violated can I just do an IR?

No, an IR does not take the place of a Recipient Rights Complaint. You may in addition, assist a recipient in completing a complaint or make a complaint on their behalf.

What if I made a mistake? Place a single line through and initial. Do not scribble out. No white out. Ex: ~~4/1/20~~^{HH} 4/2/20
BCCMHA ORR 3/30/20

Corrective Measures Taken to Remedy and/or Prevent Recurrence – Completed by Supervisor

- The corrective measures that were taken to **prevent** the accident or incident **from happening again**.
 - Can **NOT** be NONE, Followed Plan, Followed Discharge Instructions or will continue...because this **didn't** work.
 - Must be what you are going to do **DIFFERENTLY** to prevent this from happening again.
 - Examples: staff to be retrained, increased supervision for staff, follow up appt with PCP, coordination with Case Manager, contacted pharmacy for new med, recipient placed on 15 min checks, etc.

Notifications:

Name of the individuals who were notified and the dated/time that they were notified.

Incident	LARA	CMH
Death	X	X
EMS call/response		X
Med error/refusal/not given/not available/dropped		X
PRN Med for behavioral purposes - anxiety/relaxation		X
Accident w/hospitalization	X	X
Accident w/o hospitalization		X
Illness w/ hospitalization	X	x
Illness w/o hospitalization		X
Seizure	X	X
Hospitalization (Admission or ER)	X	X
Self-Injury	X	X
Displays of serious hostility	X	X
Significant Verbal Aggression		X
Harm to others	X	X
Serious Hostility	X	X
Unusual Behavior (Not on BTP)	X	X
Destruction of Property	X	X
Arrest/Conviction of resident	X	X
Police involvement call/response		X
Elopement (w/ or w/o staff following)		X
Absent w/o notice	X	X

Before you submit:

- Recheck dates
- Does it make sense?
- Did completing staff sign?
- Have notifications been completed? -CMH 24hrs/LARA 48hrs unless immediate verbal is appropriate
- Did you follow up verbal notification with written notification to designated representative, CMH/RRO, LARA?
- If supervisor is on vacation, who is designated to review and sign in their absence?
- Does this contain other resident names?
- Does the staff need to attach a statement with more detail or clarifying information?
- Was the document completed in 24hours?

Retention:

Per LARA, A copy of the written report that is required pursuant to sub rules (1) and (6) of this rule shall be maintained in the home for a period of not less than 2 years. A department form shall be used unless prior authorization for a substitute form has been granted, in writing, by the department.