



Medium-Level Reportable Incidents

Part 2

Definitions and How to Respond

December 6, 2022



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Critical Incident Management Pilot



Critical Incident Management

DHHS-DDD, in partnership with Liberty Healthcare Corporation is implementing a new Critical Incident Management Process that will include a Single-Case Management System known as “Therap”.

- Pilot Program began on July 1, 2022
 - Phase 3 started November 28, 2022
- Ongoing informational and training opportunities to the public throughout the pilot process
 - Therap
 - Incident Definitions and Reporting Processes



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Agenda

- *Review of Part 2 Medium-Level Incident Definitions*
- *Examples of how to respond when an incident occurs*
- *Review of what providers can do now*
- *Next Steps*



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Reportable Incidents - Medium



Emergency Situations

- Any Injury caused by a fire, flood, tornado, severe weather, or other emergency or natural disaster, regardless of severity.
 - This does not include injuries occurring during an emergency or natural disaster, only injuries caused by the emergency or natural disaster.
- Any displacement of a participant from a site where HCBS services are usually provided when displacement is caused by a fire, flood, severe weather, or other emergency or natural disaster for 24 hours or longer.



Incidents Involving Emergency Personnel Requiring Emergent Reponse

Any incident that results in the activation of Law Enforcement, Ambulance Services, Fire Department or other emergency response departments.

- This category can be escalated to a HIGH if the law enforcement involvement results in criminal charges for the HCBS participant.



Infestations

Any incident in which a participant has the presence of insects or animals in a location where HCBS Services are received, and where said insects or animals present a risk of damage to property, injury to person, or are know disease vectors.

- Presence of an infestation may include bites or rashes caused by the infestation. It could also include other signs of infestation such as live or dead parasites or parasite eggs, animal droppings, or evidence of a dwelling (nests).



Misconduct Not Involving Law Enforcement

Any event that involves possible criminal activity in which the participant engages, but where law enforcement is not involved.

- Examples: exposing oneself in public, possession of drug paraphernalia, cruelty to animals, etc.
- Providers must assess whether the severity of the event meets this criteria, based on an objectively reasonable person (not receiving waiver services) would potentially receive criminal charges. When in doubt, err on the side of caution and report the incident.



Missing Person(s)

Any event in which a participant is not at a location or service, unexpectedly or without prior authorizations, and is gone more than 30 minutes or what is outlined in their person-centered plan.



Property Damage

Any event involving physical destruction or damage to items, furniture, or the physical structure of a building or damage to property of a total estimated value of \$150 inflicted by a participant, regardless of the participant's ability to understand the value of the damage.



Suicide Attempts

Any event in which the participant harms themselves with the intent and means to end their life.

- Incidents of self-harm without the intents or means of suicide will not be captured in this event type.



Swallowing Inedibles

Any incident in which a participant swallows an items that is not fit or suitable for eating.

Examples include, but are not limited to:

- Coins
- Batteries
- Plastic
- Chemicals
- Etc.



Use of Restraint or Prohibited Practice:

Any use of prohibited practice, to include:

- **Restraint:**
 - **Physical Restraint:** the use of physical contact that restricts, or is meant to restrict, the movement or normal functioning of a participant.
 - **Mechanical Restraint:** the use of any device, material, object, or equipment attached or adjacent to a participant's body that restricts freedom of movement or normal access to the body.
- **Restrictive Interventions:** the use of any practice that limit's a participant's movement, activity or function, interferes with a participant's ability to acquire positive reinforcement, resulting in the loss of objects or activities that the participant values, or requires a participant to engage in a behavior that a would prefer not to given freedom of choice.
- **Seclusion:** Involuntary confinement of a participant alone in a room or an area from which the individual is physically prevented from having contact with other or leaving.



Vehicle Accident

- Any vehicular accident that results in an adverse outcome to the participant or that involves media attention or criminal activity on behalf of the provider staff.



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Possible Responses



Medical Attention and/or Evaluation

If the person is experiencing any decline in medical status or symptoms or has injuries requiring attention above the providers scope, help them to seek care:

- Serious Medical Concern, such as trouble breathing, loss of consciousness, uncontrollable bleeding, etc. **CALL 911 immediately.**
- If no serious concern, assist them in setting up medical care as needed/wanted.



Remove Risk

- Evaluate the Environment
 - Is there something present causing a danger?
 - What can I do right now?



Psychological Concerns

- Provide a Supporting Environment
 - Provide actively listening and concern
 - Do they need additional services?
 - What can I do right now?



Continuous Quality Improvement

Always look for new ways to improve your current responses and process to better the outcomes for the Waiver Participants.



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Next Steps



What can you do now?:

In the future, providers will be introduced to Therap to enter formal incident reports. But for now:

- When one of these incidents occur, report it to the Service coordinator.
- Respond to prevent future occurrences
- Attend future trainings
- Ask Questions to understand the process

NeGERHelp@libertyhealth.com



Upcoming Training Opportunities:

Ongoing Therap Trainings and Communication: Please subscribe for updates:

- <https://dhhs.ne.gov/Pages/AD-Provider.aspx>
- <https://dhhs.ne.gov/Pages/Liberty-Partnership-Quality-Project.aspx>



Incident Report Process Questions

NEGERhelp@libertyhealth.com

Therap Functionality Questions

DHHS.therapADTBI@nebraska.gov

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