

## Critical Incident Management Process (CIMP) Provider Requirements – Effective April 2023

The Division of Developmental Disabilities (DDD) in partnership with Liberty Healthcare Corporation, requires providers to report critical incidents to the participant's Service Coordinator.

- This is in addition to reporting suspected or alleged abuse, neglect, or exploitation to law enforcement and the Abuse and Neglect Hotline (800-652-1999).
- This meets federal requirements for states to ensure the health and safety of waiver participants by having a process to discover, remediate, and improve critical incidents.

### Mandatory Provider Expectations

- Attend virtual trainings to learn about the process and participate in reporting.
- Work with their Resource Development Office to maintain up-to-date contact information, including a valid email address and responsible party.
- Report critical incidents to the participant's Service Coordinator within four hours, including:
  - Participant's name;
  - Type of incident being reported;
  - A summary of the incident;
  - A summary of action taken immediately to ensure the safety of the participant and others; and
  - Provider name, address of incident, and who witnessed the incident.
- Respond to follow-up questions about the incident so the report can be completed.
- Participate in remediation activities and technical assistance (effective later in 2023).

### Categories of Reportable Incidents

- Actual or Potential Airway Obstruction
- Allegation or Suspicion of Abuse, Neglect, or Exploitation of a Participant
- Communicable Disease
- Death of a Participant
- Emergency Situations
- Falls with Injury Requiring More than First Aid
- Fatal 5
- Incidents Involving Emergency Personnel Requiring Emergent Response
- Infestations
- Injury of Unknown Origin Raising Suspicion
- Incidents Requiring Medical or Nursing Intervention Beyond First Aid
- Medication Errors
- Misconduct Not Involving Law Enforcement
- Missing Person(s)
- PRN Psychotropic Medications
- Property Damage
- Suicide Attempts
- Swallowing Inedible Items
- Unplanned Hospitalization, Emergency Room, or Urgent Care Facility
- Use of Emergency Safety Intervention
- Use of Restraint or Prohibited Practices
- Vehicle Accident

### Find More Information Online

Review definitions of Critical Incidents and subscribe for updates at <http://dhhs.ne.gov/pages/AD-Provider.aspx>