

## Incident Reporting Follow-Up

### Specific Follow-up for Reportable Incident Categories

Reportable Incident Category	Specific Required SC Follow-Up
Required Follow-Up	
Allegation or Suspicion of Verbal, Physical, Sexual, Psychological, or Emotional Abuse, or Neglect, or Exploitation of a Child or a Vulnerable Adult	<ul style="list-style-type: none"> <li>Check N-FOCUS to see if APS/CFS accepted the case. Often times when APS/CFS or law enforcement is investigating, they do not want DDD to intervene.</li> <li>Required face-to-face visit and completion of case note in Therap labeled GER Follow up. In the case note, reference the GER form ID when there is a deliberate action to the participant, OR if the injury required more than basic first aid to treat. A service review will be completed when there is a deliberate action to the participant or if the injury required more than basic first aid to treat. Depending on whether APS or law enforcement is involved, they may or may not discuss details of the incident; at least make sure the participant is safe.</li> <li>Enhance training on the state definition of abuse and emphasis on reporting as appropriate.</li> </ul>
Allegation or Suspicion of Financial Exploitation	<ul style="list-style-type: none"> <li>Check N-FOCUS to see if APS/CFS accepted the case. Often times when APS/CFS or law enforcement is investigating, they do not want DDD to intervene.</li> <li>Required face-to-face visit (when allegation or suspicion involves a provider or family member the participant lives with) and completion of case note in Therap labeled GER Follow up. In the case note, reference the GER form ID when there is a deliberate action to the participant, OR if the injury required more than basic first aid to treat. A service review will be completed when there is a deliberate action to the participant or the injury required more than basic first aid to treat. Depending on whether APS or law enforcement is involved, they may or may not discuss details of the incident; at least make sure the participant is safe.</li> </ul>
Emergency Situations, Such as Any Injury or Displacement as a Result of a Fire, Flood, Tornado, or Similar Emergency	<ul style="list-style-type: none"> <li>No required face-to-face follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> </ul>

Unplanned Hospital Admission/ER/Urgent Care Visit	<ul style="list-style-type: none"> <li>• Unplanned Hospital Admission: Required phone call to the hospital social worker within one business day of learning of admission. During the hospital stay (before discharge), visit and obtain/ask about discharge planning and the need for the discharge summary/recommendations be sent to the Service Coordinator (SC) upon discharge.</li> <li>• ER/Urgent Care for routine/non-emergent medical care, such as common illnesses, when they could not access their physician, does not require face-to-face follow-up.</li> </ul>
Injury of Unknown Origin Raising Suspicion	<ul style="list-style-type: none"> <li>• No required face-to-face follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> <li>• Technical Assistance (TA) provided to providers who struggle with Event Type. Identify in data to see what providers are struggling with and provide TA.</li> </ul>
Injury or Displacement as a Result of Fire, Flood, or Other Similar Emergency or Natural Disaster	<ul style="list-style-type: none"> <li>• No required face-to-face follow-up; however, contact with the participant must be made to check on them. SCS can help determine what contact (such as face-to-face, phone call, or video call) should occur based on factors such as participant history, circumstances, and severity of incident.</li> </ul>
Incidents Involving Emergency Personnel Requiring Emergent Response	<ul style="list-style-type: none"> <li>• Required face-to-face visit and completion of case note in Therap labeled GER Follow up. In the case note, reference the GER form ID for any law enforcement contact or possible criminal activity by a participant or by on-duty staff.</li> </ul>
Medication Errors Resulting in the Need for Immediate Medical Care from a Hospital/Physician	<ul style="list-style-type: none"> <li>• Required phone call to the hospital social worker within one business day of learning of admission. During their hospital stay (before discharge), visit and obtain/ask about discharge planning and the need for the discharge summary/recommendations be sent to SC.</li> <li>• Remind staff this means <b>immediate</b> need for medical care from a physician at urgent care, ER, or hospital. <i>*This is for participants who required the need for immediate medical care because the medication error occurred during waiver services.</i></li> </ul>
Misuse or Unauthorized Use of Restrictive Interventions or Seclusion.	<ul style="list-style-type: none"> <li>• Required face-to-face meeting and completion of the person-centered planning (PCP) document for documentation.</li> </ul>
Suicide Attempts	<ul style="list-style-type: none"> <li>• When admitted to the hospital, required face-to-face visit and completion of appropriate sections on a service review.</li> </ul>
Use of Prohibited Practices for Any Reason	<ul style="list-style-type: none"> <li>• Required face-to-face meeting and completion of the PCP document for documentation.</li> </ul>

Reportable Incident Category	Specific Required SC Follow-Up
<b>Follow-up Not Required, Unless Determined by SCS</b>	
Change of Condition/Medical Decline	<ul style="list-style-type: none"> <li>No required follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> </ul>
Communicable Disease	<ul style="list-style-type: none"> <li>No required follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> </ul>
Death of a Participant	<ul style="list-style-type: none"> <li>Follow the Death of a Participant SOP to ensure all action steps are completed.</li> </ul>
Infestations	<ul style="list-style-type: none"> <li>No required follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> </ul>
Injury Requiring Medical Attention by a Physician	<ul style="list-style-type: none"> <li>No required follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> </ul>
Injury Resulting from a Fall	<ul style="list-style-type: none"> <li>No required follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> </ul>
Misconduct Not Involving Law Enforcement	<ul style="list-style-type: none"> <li>No required follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> </ul>
Participant Leaving Provider Supervision or Participant Being Identified as a Missing Person	<ul style="list-style-type: none"> <li>No required follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> </ul>
Seizure that Lasts Over Five Minutes or Over the Timeframe Set by the Participant's Physician, or Which Requires Treatment at an Urgent Care Center, Emergency Room, or Hospital	<ul style="list-style-type: none"> <li>No required follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> </ul>
Property Damage Over \$150 in Value	<ul style="list-style-type: none"> <li>PCP team review (in-person or phone/virtual) of appropriateness of restitution.</li> </ul>
Use of an Emergency Room or Urgent Care Facility for Treatment	<ul style="list-style-type: none"> <li>No required follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> </ul>

Use of Emergency Safety Intervention (ESI)	<ul style="list-style-type: none"> <li>• PCP team review (in-person or phone/virtual) of use of ESI, <b>when</b> the use of ESI is <b>not</b> an approved rights restriction in the participant's PCP/safety plan.</li> <li>• When the use of ESI is an approved restriction in the participant's PCP team review, other follow-up is only needed when the SCS/SC/another team member feels it is necessary.</li> </ul>
Use of PRN Psychotropic Medication	<ul style="list-style-type: none"> <li>• PCP team review (in-person or phone/virtual) of use of the PRN psych medication.</li> </ul>
Vehicle Accident	<ul style="list-style-type: none"> <li>• No required follow-up. SCS determines any follow-up needed based on factors such as participant history, circumstances, and severity of incident.</li> <li>• Outcome of the vehicle accident may require follow-up in another category.</li> </ul>