

VIII. PROCEDURES

WHO

All employees, contractors, or volunteers who witness, discover, or are notified of unusual incidents

DOES WHAT

1. Take immediate action to protect, comfort, and arrange for emergency medical treatment of the consumer as necessary.
2. Immediately, verbally notify the appropriate supervisor and attending medical staff of the incident if any of apparent serious injury, medication error or unexplained injury.
3. Complete the Incident Report, ensuring that all information is filled in completely, and give report to program supervisor or home manager as soon as possible, but no later than the end of the shift in which the incident occurred.
 - The form may be completed either on paper or within the electronic record system.
 - Only one IR should be completed per consumer event. Other consumers involved or staff present should be noted in the appropriate space on the IR form.
 - Consumer initials should be used in the "What Happened" and "Actions Taken" fields.
4. Verbally report any known or suspected Recipient Rights violations to the Office of Recipient Rights as soon as possible, but no later than the next business day.

Program Supervisor/Home
Manager or Designee

1. Take any further action necessary to assure treatment, protection and comfort of the individual
2. Ensure that the appropriate staff is notified of the details.
3. Ensure that staff documentation in Incident Report is complete and accurate, including a thorough description of the incident and action taken.
4. Complete supervisor section of the form with comments regarding action to remedy or prevent future recurrence of the incident.
5. Code the incident report for entry into data system
6. Within 24 hours of the Incident, the IR form must either be completed on paper and scanned directly into Encompass by the provider or entered electronically directly into the electronic record by the CMHSP or contracted provider. The CMHSP or contracted provider will be responsible and

WHO

DOES WHAT

accountable for ensuring the accuracy and thoroughness of the information being reported on the IR form. Any provider seeking a different arrangement for submitting IRs must request an exception, in writing, from the Executive Director of the appropriate organization.

7. If the incident report is of a critical nature (e.g. involves death, serious injury, abuse, neglect, or possible sexual contact), shall make a verbal report to the client services manager (CSM) and Office of Recipient Rights (ORR) by telephone as soon as possible, but no later than the next business day.
- Submit a copy of the incident report immediately to the CMHSP.
 - Other types of incidents such as illness may require notification to a physician or nurse as indicated in the treatment plan or provider policies.
8. Verbally report any known or suspected Recipient Rights violations to the Office of Recipient Rights as soon as possible, but no later than the next business day.