

FOOTHILLS GATEWAY, INC.

Critical Incidents

Critical Incidents to be Reported to the Division for Intellectual and Developmental Disabilities (DIDD):

Critical Incidents for individuals in any ID HCBS Waiver and State Supported Living Services** are to be reported by Program Approved Service Agencies (PASAs), Independent Contractors (ICs), and Community Centered Boards (CCBs) to the Division for Intellectual and Developmental Disabilities (DIDD) reportable incidents include:

- 1) **Allegations of mistreatment, abuse, neglect and exploitation (MANE)**
- 2) **Serious injuries or other medical crises or occurrences** which require:
 - **Immediate** emergency medical attention to preserve life and limb that occurs at Urgent Cares or Emergency Rooms.
 - **Emergency** admission to the hospital or death through the Emergency Room, doctor's office, or other medical office.
- 3) **Death** of a person receiving services including unexpected deaths and those anticipated.
- 4) Person was a **victim of a serious crime** (examples: rape/attempted rape, assault, etc.) by another person receiving services, community member, guardian or family member.
- 5) **Serious criminal offense** by a person receiving services (examples: sexual offense, serious assault or other criminal acts pursuant to statutes, violation of court order or probation, etc.) Such crimes must either involve a crime against a person or a crime that is likely to involve incarceration of the person receiving services.
- 6) Likely **media interest or involvement** in a situation that doesn't fit into any other category.
- 7) **Missing persons**

PROCEDURE:

Reporting procedure/Program Approved Service Agency (PASA)/Community Centered Board (CCB) responsibilities:

- Any critical incident, as described above, is to be reported by the PASA directly to FGI.
- FGI on call after hours will be notified whenever an individual is taken to the emergency room or urgent care for any critical incident as defined above.
- An incident report containing all the information required for such reports by DIDD rules must be submitted electronically through the Foothills Gateway electronic incident reporting system as soon as possible but no later than 10:00 a.m. of the next business day. The report is to include information on the initial/preliminary action taken by the agency in response to the allegation, injury, medical crises or other occurrence and **indicate what additional follow-up is planned.**

- The critical incident will be entered by FGI support staff into the DIDD critical incident web base no later than the day following the occurrence and submitted to DIDD.
- The Case Manager will be notified immediately of **any** critical incident or emergency room visit during Foothills Gateway, Inc. regular working hours. A call should also be made by PASA staff to the Case Manager's office voice mail when critical incidents occur after hours.
- The Resource Technician or designee will notify the Chief Operating Officer of the Division of Case Management , CM Directors and Placement Coordinator of any critical incident to be submitted to DIDD.
- The Chief Operating Officer of Case Management is the primary contact for follow-up on critical incidents to DIDD.

Please note:

That requirements for occurrence reporting by PASAs with group homes or Agencies with a class B license to the Colorado Department of Public Health and Environment (CDPHE) continue to be the responsibility of the Agency.

2/03.....7/13; 7/15, 8/16-