FOOTHILLS GATEWAY, INC.

Incident Reporting

POLICY:

It is the policy of Foothills Gateway, Inc. that all incidents will be recorded and reviewed according to regulatory standards, Rules and Regulations of the Health Care Policy and Financing (HCPF). This will include but is not limited to:

a. injury to a person receiving services;
b. lost or missing persons receiving services;
c. medical emergencies involving persons receiving services;
d. death of person receiving services;
e. errors in medication administration;
f. incidents or reports of action by persons receiving services that are unusual and require review;
g. allegations of mistreatment, abuse, neglect or exploitation;
h. use of safety control procedures;
i. use of emergency control procedures;
j. stolen personal property belong to a person receiving services.
k. hospitalization of persons receiving services

PROCEDURE:

Each incident report form shall include information pursuant to the Rules and Regulations of Health Care Policy and Financing (HCPF).

Submission of Incident Reports

- All critical incidents*, emergency room or urgent care visits shall be reported immediately to the FGI Administrator on call (if after hours), Case Manager (during business hours), and entered into FGI online incident reporting system within 24 hours.
- Program Approved Service Agencies (PASAs) will contact legal guardians or parents about incidents when information releases are in place.
- All other incident reports must be submitted within 72 hours to FGI for review.
- PASAs have two options to submit incident reports (not mistreatment or critical) to Foothills Gateway:
    - Enter incident report into FGI online incident reporting system. PASAs will need to contact FGI/IT for access and training
    - Email incident reports to FGI at **incidentreports@foothillsgateway.org**. These incidents reports must:
        - Be entered as a PDF attachment with the persons full name and date of incident.
        - Include the codes established together with local services providers (do not email incident reports directly to Case Managers).
- Follow-up reports will be the responsibility of the person indicated on the incident report such as the Case Manager, PASA staff or Coordinator.

- The Follow up reports must be reviewed and submitted by accessing the FGI on line Incident Reporting system.

Distribution/Copying of Incident Reports

- FGI Data Technician will accept electronic incident reports into FGI I/R data system or enter emailed I'Rs into FGI Incident Reporting system.
- Case Managers will review all incident reports and identify copies to be made per the Service Plan (guardians, parents).
- Case Managers will electronically identify PASA staff if additional follow up is needed.
- Case Managers will copy all MANE incidents for the MANE/HRC packet and submit them to the Case Management Coordinator.
- Case Managers will give all hard copies of incident reports to the DCM Data Technician to input into the database, copy and send to identified individuals.

Foothills Gateway, Inc. and Program Approved Service Agencies, shall review and analyze information from incident reports to identify trends and problematic practices which may be occurring in specific services and shall take appropriate corrective action to address problematic practices identified.

*Refer to FGI Critical Incident Reporting process for definitions and detailed information.

1/93...2/16, 3/17; 4/18