

# FOOTHILLS GATEWAY, INC.

## Critical Incidents

### **Critical Incidents to be Reported to Health Care Policy and Financing (HCPF):**

Critical Incidents for individuals in SLS/CES/CHRP/DD HCBS Waivers and State Supported Living Services are to be reported by Program Approved Service Agencies (PASAs), Independent Contractors (ICs), and Community Centered Boards (CCBs) to HCPF. Critical incidents are serious in nature and pose immediate risk to the health, safety, or welfare of a waiver participant. Non-critical incidents are minor in nature and do not create a serious consequence or risk to the health, safety, or welfare to the waiver participant. Reportable incidents include:

#### **1) Injury/Illness to Person Receiving Services:**

- An injury or illness that requires treatment beyond first aid which includes lacerations requiring stitches or staples, fractures, dislocations, loss of limb, serious burns, skin wounds, etc.
- An injury or illness requiring immediate emergency medical treatment to preserve life or limb.
- An emergency medical treatment that results in admission to the hospital.
- A psychiatric crisis resulting in unplanned hospitalization.

#### **2) Missing Person:**

- Person is not immediately found, their safety is at serious risk or there is a risk to public safety.

#### **3) Medication Management Issues:**

- Issues with medication dosage, scheduling, timing, set-up, compliance and administration or monitoring which results in harm or an adverse effect which necessitates medical care.

#### **4) Damage to Individual's Property/Theft:**

- Deliberate damage, destruction, theft or use of a waiver recipient's belonging or money.
- If incident is mistreatment by a care giver that results in damage to the individual's property or theft the incident shall be listed as mistreatment.

#### **5) Criminal Activity:**

- A criminal offense that is committed by a person.
- A violation of parole or probation that potentially will result in the revocation of parole/probation.
- Any criminal offense that is committed by a person receiving services that results in immediate incarceration.

**6) Unsafe Housing/Displacement:**

- Individual is residing in unsafe living conditions due to a natural event (such as fire or flood) or environmental hazard (such as infestation) and is at risk of eviction or homelessness.

**7) Death:**

- Expected or unexpected.

**8) Abuse/Neglect/Exploitations:**

**Abuse means:**

- The non-accidental infliction of physical pain or injury, as demonstrated by, but not limited to, substantial or multiple skin bruising, bleeding, malnutrition, dehydration, burns, bone fractures, poisoning, subdural hematoma, soft tissue swelling, or suffocation.
- Confinement or restraint that is unreasonable under generally accepted caretaking standards; or
- Subjection to sexual conduct or contact classified as a crime under the “Colorado Criminal Code”, Title 18, C.R.S.
  - Having a Sexually Transmitted Disease (STD) on its own is not a critical incident. If abuse is suspected as the reason for contracting the STD, then a critical incident report should be submitted for the suspected abuse

**Neglect means:**

- Neglect that occurs when adequate food, clothing, shelter, psychological care, physical care, medical care, habilitation, supervision, or other treatment necessary for the health and safety of a person is not secured for or is not provided by a caretaker in a timely manner and with the degree of care that a reasonable person in the same situation would exercise, or a caretaker knowingly uses harassment, undue influence, or intimidation to create a hostile or fearful environment for waiver participant.

**Exploitation means:**

- An act or omission committed by a person who:
  - Uses deception, harassment, intimidation, or undue influence to permanently or temporarily deprive a person of the use, benefit, or possession of anything of value;
  - Employs the services of a third party for the profit or advantage of the person or another person to the detriment of the person receiving services;
  - Forces, compels, coerces, or entices a person to perform services for the profit or advantage of the person or another person against the will of the person receiving services; or
  - Misuses the property of a person receiving services in a manner that adversely affects the person to receive health care or health care benefits or to pay bills for basic needs or obligations.

## 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.
  - This includes critical incidents that occur outside the delivery of waiver services and critical incidents that occurred in the past and have been newly discovered
  - Peer-to-peer critical incidents are also required to be reported
  - A critical incident should be submitted when an individual exhibits a behavior that is typical for him/her if the observed incident meets the criteria for a critical incident described above.
- All waiver participants must be advised of their rights and responsibilities in reporting critical incidents by their Case Manager.
- 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 phone, and a voicemail message left when critical incidents occur after hours.
- Scheduled medical procedures and surgeries should not be reported as critical incidents. A trip to the emergency room that does not meet the criteria for emergent level of service and is screened out by emergency room staff should also not be reported as a critical incident
  - Some urgent care visits may be considered critical incidents. If the urgent care visit is used for an emergency medical treatment or a serious medical condition, this would be considered a critical incident and reported as such.
    - Example emergency medical treatments: stroke, broken bone, lacerations that require stitches, and heart attack
  - Using urgent care in lieu of a primary care visit would not be considered a critical incident and should not be reported as a critical incident.
- An incident report containing all available information required for such reports by HCPF rules must be submitted electronically through the Foothills Gateway electronic incident reporting system as soon as possible but no later than 24 hours from incident or report of incident. 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. It will include location of incident, staff involved and treatment location/hospital.**
- The critical incident will be entered by FGI support staff into the Benefit Utilization System (BUS) or CCMS for State-funded programs no later than the next business day and submitted to HCPF.
- FGI support staff will email Case Manager and Directors of the entry in the BUS or CCMS if enrolled in a State-funded program.

- Case Managers will be responsible to complete any follow-up needed in the BUS.
- The file room office support staff will notify the Case Management Directors, Placement Coordinator and Quality Assurance Specialist of any critical incident to be submitted to HCPF.

**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..... 6/20; 6/21; 12/21