

ABOUT CRITICAL INCIDENT REPORT TRAINING

- The Senior and Disabilities Services *Provider Certification and Compliance* monitors completion of Critical Incident Reporting (CIR) training.
- Training is required **prior to initial certification** and for any new staff you acquire
- CIR training policy requires agencies to train their staff in CIR.
 - Regular re-training is best practice
 - New staff are expected to be trained by agency staff who have already completed training



Critical Incident Reporting



- A communication tool between Providers and Senior & Disabilities Services (SDS)
 - Allowing for SDS to receive the same type of information for evaluating certain events
- Monitored by the Center for Medicare & Medicaid Services (CMS)-Federal Oversight agency
- All providers of Medicaid funded services are **MANDATORY** reporters of Critical Incidents

Good communication can help us find our way through the "forest"



What is a Critical Incident?



A critical incident stands out from what you already know about the person and what you already do to support him or her.

- A significant event that is out of the ordinary
- Not addressed by the actions described in the service plan
- Incidents that must be reported on are listed in regulation 7 AAC 130.224

Things that you should report include...



SAFETY CONCERNS

Missing person when law enforcement is notified

Recipient behavior that results in harm to self or others, and requires intervention beyond the services specified in the service plan

Restrictive interventions may be used, but must be reported when used:

- as a Crisis response - Imminent danger to self or others
- resulted in the need for evaluation by or consultation with medical personnel

Restrictive interventions are defined in 7 AAC 130.229(g)



MEDICAL EVENTS

- **Death of a Recipient**
- **Accident, Injury or other unexpected event affecting the recipient's health, safety, or welfare**
 - Where evaluation or consultation with medical personnel was needed
- **Medication error**
 - That results in evaluation or consultation with medical personnel





EXAMPLES OF MEDICATION ERRORS

- Whether medication is self-administered or assisted by staff:
 - At a time other than scheduled
 - Not by the prescribed route
 - The medication was not intended for that recipient
 - Incorrect dosage is taken



Definition: “evaluation by or consultation with medical personnel”

- Analysis of the incident with respect to a recipient's health, safety, and welfare for the purpose of determining an appropriate treatment or course of action.

LAW ENFORCEMENT RESPONSE



- Involving an individual directly



WHO DO YOU COMPLETE CIR'S FOR

- Anyone you serve directly whose services are paid for by Senior & Disabilities Services
- Include anyone receiving:
 - Home & Community Based Waiver Services
 - Personal Care Services
 - Grants
 - General Relief



WHEN SHOULD YOU REPORT

REPORT!!

**within 24
hours or one
business day**

After observing or
learning of the
incident

Use the Alaska
Central Reporting
link on the SDS
webpage

Your Agency
practices must
ensure timely
reporting!

 **File your
REPORT
HERE**



THINGS THAT SHOULD **NOT** BE REPORTED BY CIR...

- Scheduled medical procedures- surgeries
 - Report these on the Change of Status form
- Falls that do not require medical consultation
- Emergency Room visits for regular medical interventions as described in the person's service plan

HOW DO YOU FILE THE CRITICAL INCIDENT REPORT?

State of Alaska
myAlaska My Government Resident Business in Alaska Voting Alaska State Employees

Alaska Department of Health and Social Services
Senior and Disabilities Services

Home Divisions and Agencies Services News Contact Us

Health and Social Services > Senior and Disabilities Services

Welcome to Senior and Disabilities Services
Our mission is to promote health, well being and safety for individuals with disabilities, seniors and vulnerable adults by facilitating access to quality services and supports that foster independence, personal choice and dignity.

Conflict-Free Case Management (CFCM)

- > Webinar Presentation - CFCM New Directions
- > Evening Community Forums
- > Presentation Slides
- > CFCM Easy Read
- > CFCM Summary
- > Juneau CFCM Flyer
- > Fairbanks CFCM Flyer
- > Conflict-Free Case Management System Design report prepared for the Community Care Coalition by AgneviBeck Consulting and HCBS Strategies, with support from the Alaska Mental Health Trust Authority, February 18, 2015

Provider Self-Assessment of Settings Resources

- > Provider Self-Assessment of Settings survey
- > HCBS Settings Checklist and Exploratory Questions
- > HCBS Settings Survey
- > HCBS Settings FAQs
- > HCBS Settings FAQs II
- > October 27, 2014 Webinar Slides

Headlines

- > 4/8 HCBS Provider Sentenced for Medical Assistance Fraud
- > 1/26 State of Alaska CMS Regulation Transition Plan
- > 12/2 \$1.2 Million Dollars in Restitution Ordered in Medicaid Case against Good Faith Services
- > 12/2 Anchorage Psychiatrist Enters Guilty Plea for Fraudulently Billing Medicaid Approximately \$1.2 Million Dollars and Tampering with Physical Evidence

Reporting

- > Making a Report of Harm
- > Report Medicaid Fraud
- > Recipient Change of Status
- > Contact SDS

Provider Training

- > Training Schedules and Registration

Senior and Disabilities Services

- Home
- Our Mission
- Contact Us
- Centralized Reporting

Units

- Adult Protective Services (APS)
- Intellectual & Developmental Disabilities (IDD) Waiver
- Nursing Facility Level of Care (NFLOC) Waiver
- Grant Services
- Personal Care Assistance (PCA)
- Policy & Program Development
- Provider Certification & Compliance
- Quality Assurance (QA)
- Research & Analysis
- Operations & Training

Programs and Offices

- Aging and Disability Resource Centers
- General Relief Program
- Home and Community Based Senior Grants
- Medicare Information Office
- Nursing Facility Transition Program
- Nutrition, Transportation, and Support Services Grants
- Rural Long-Term Care Development
- Traumatic and Acquired Brain Injury Program

Providers

- Search for a provider
- Care Coordination Quick List
- Search for Public Notices
- Provider Certification Information
- Provider Resources and Quick Reference
- Skilled Nursing Facilities

Of Interest

- Automated Service Plan
- Alaska Medication Education

File your REPORT HERE

- Got to the SDS Webpage and click in the graphic



Before filing your report...

- **Your internet browser must be set to allow for pop-ups**
 - Most are set to automatically block them
- **Have the most current version of Adobe Acrobat Reader.**
 - Adobe Acrobat Reader allows you to view the report summary. SDS always uses the newest version.
 - You must enter in your e-mail if you wish to receive confirmation
- **SDS cannot retrieve reports once they have been submitted!**



*Note about reporting a death

If you are reporting the death of a recipient, a separate attachment must be submitted as an attachment to the Centralized Report.

Both the main report and the attachment need to be submitted together.

Please follow these steps:

- Fill out the [PDF death of a participant form HERE](#).
- Save that report to your computer desktop before filling out a "Centralized Report."
- Fill out "Centralized Report" above and complete the Reporter Section.
- Scroll down to bottom of report form to Attachments.
- Click on "Add"
- Browse for your "Death of a Participant" PDF file and save.
- Click the Submit button on the menu bar at top of report page on right hand side.



Begin your report

State of Alaska
myAlaska My Government Resident Business in Alaska Visiting Alaska State Employees

Alaska Department of Health and Social Services
Senior and Disabilities Services

Home Divisions and Agencies Services News Contact Us

Centralized REPORTING

Centralized Reporting

The Alaska Department of Health and Social Service has a central place to report some required reports.

- > Abuse, neglect, self-neglect, exploitation and undue influence of adults
- > Mandatory incidents/Reports in assisted living homes
- > Critical incidents for people in programs managed by Senior and Disabilities Services *(SDS) for waiver, personal care assistance, grant and general relief services
- > Complaints about anything related to service or care provided under SDS programs or assisted living care

BEFORE YOU FILE A REPORT ONLINE, MAKE SURE TO:

Set your browser to allow pop-ups.
A browser is an application that gets you on the internet so you can "browse" for websites. Four common ones are **Internet Explorer, Firefox, Google Chrome, and Safari.**
If you do not allow "pop-ups" (boxes with information that "pop up" while you are on a website) you will not be able to fill out the report, view, or print a summary of your report when you are finished.

The links below will bring you to websites that are not affiliated with the State of Alaska.

These links will help you know how to allow pop-ups in these common browsers:

- > For Internet Explorer: <http://windows.microsoft.com/en-us/internet-explorer/ie-security-privacy-settings#ie=ie-9> and choose "pop-up blocker"
- > For Firefox: <https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>
- > For Google Chrome: <https://support.google.com/toolbar/answer/9171?hl=en>
- > For Safari: <https://discussions.apple.com/thread/4271925>

Have the most current version of Adobe Acrobat Reader.
Adobe Acrobat Reader allows you to view the report summary. SDS always uses the newest version.

You can download it free here: 

Submit one report at the button below:

File your REPORT HERE

NOTE:

Windows Vista and Internet Explorer 8, 9, or 10 users

Please be aware that:

1. The Windows Vista operating system is no longer supported. If you are using Windows Vista you will not be able to open the website.

***Note about reporting a death.** If you are reporting the death of a recipient of services, a separate attachment must be submitted as an attachment to the Centralized Report. Both the main report and the attachment need to be submitted together. Please follow these steps:

Senior and Disabilities Services

- Home
- Our Mission
- Contact Us
- Centralized Reporting

Units

- Adult Protective Services (APS)
- Intellectual & Developmental Disabilities (IDD) Waiver
- Nursing Facility Level of Care (NFLOC) Waiver
- Grant Services
- Personal Care Assistance (PCA)
- Policy & Program Development
- Provider Certification & Compliance
- Quality Assurance (QA)
- Research & Analysis
- Operations & Training

Programs and Offices

- Aging and Disability Resource Centers
- General Relief Program
- Home and Community Based Senior Grants
- Medicare Information Office
- Nursing Facility Transition Program
- Nutrition, Transportation, and Support Services Grants
- Rural Long-Term Care Development
- Traumatic and Acquired Brain Injury Program

Providers

- Search for a provider
- Care Coordination Quick List
- Search for Public Notices
- Provider Certification Information
- Provider Resources and Quick Reference
- Skilled Nursing Facilities

Of Interest

- Automated Service Plan
- Alaska Medication Education
- Direct Secure Messaging
- Approved Program Forms
- Reports & Publications

You will need to click

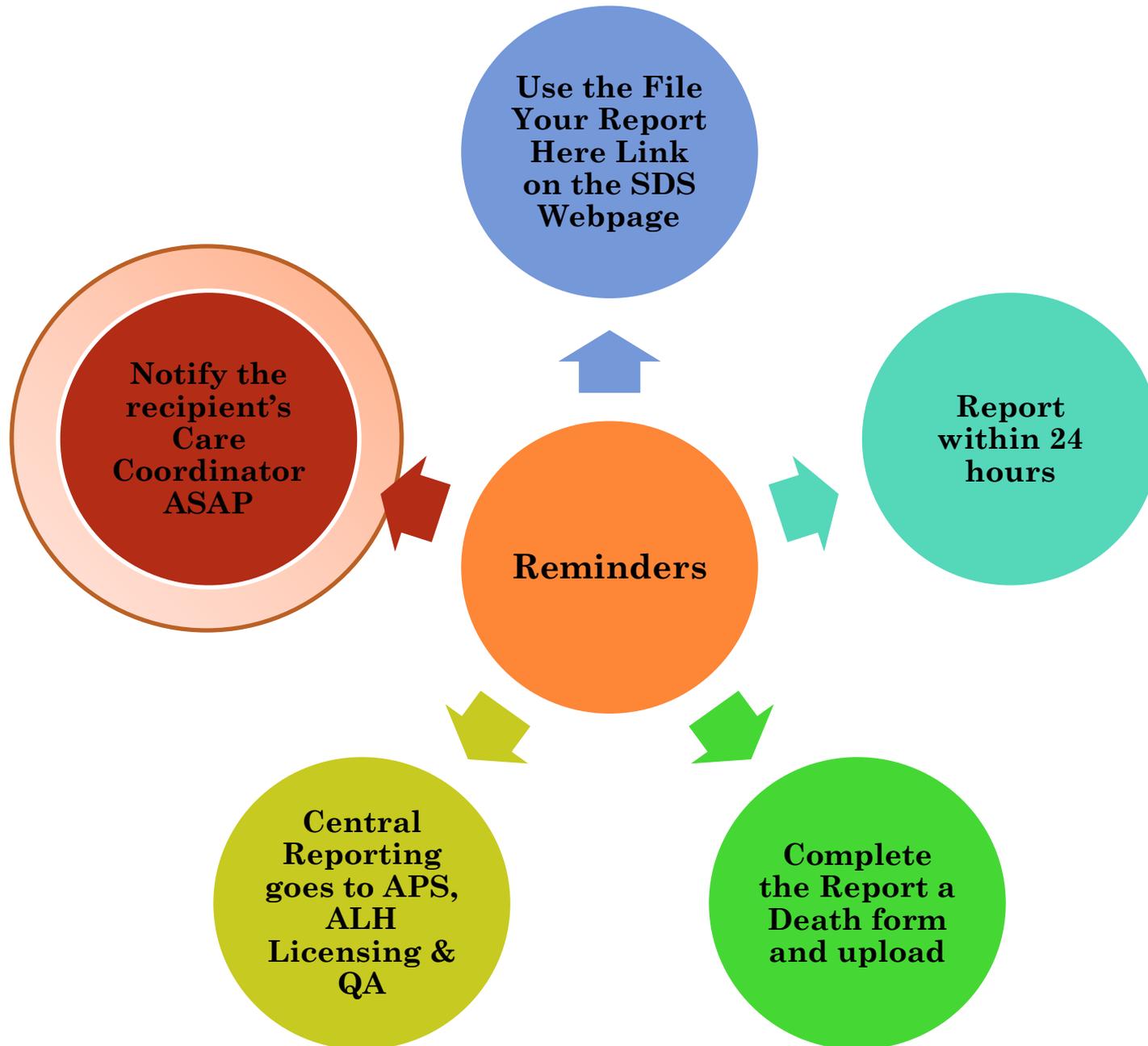


Again, a second time...

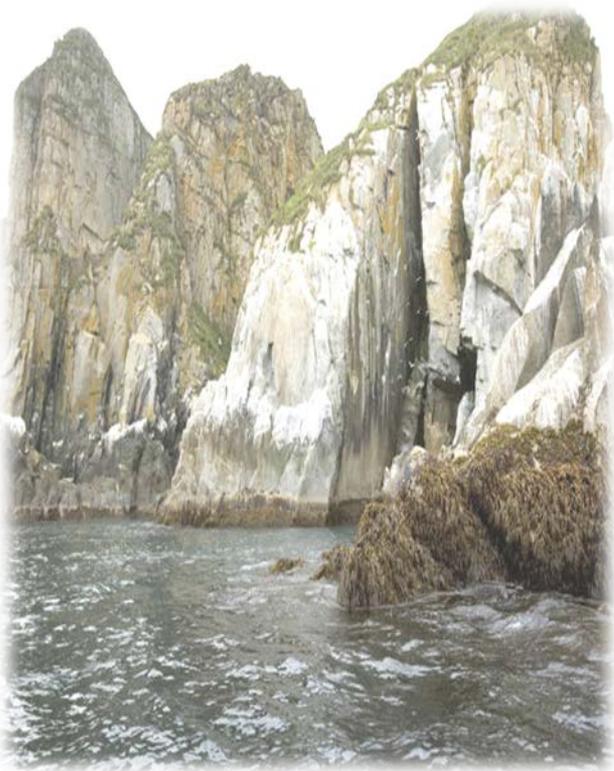
A new internet screen will open and you will begin by entering your information 1st.

Continue filling out what you know.





WHY REPORT A CRITICAL INCIDENT?



Providers are the bedrock of supports in our communities

- YOU & SDS are both responsible for monitoring, ensuring & protecting **health, safety & welfare** of recipients
- To collect data for review & analysis
- Helps improve the quality of services
- Reduces the risk of reoccurrence



WHERE DOES ALL THIS INFO GO?

SDS Quality Assurance uses data to

- Track incident patterns
- Look for areas to improve quality within SDS and Providers
- To Federal Agencies on arising issues



Final Reminders

- Do not report scheduled medical procedures.
- One agency / one report is OK
- Complete the Death form and upload to the main report
- Enter N/A only if it's truly not applicable
- Contact SDS Quality Assurance if you are unsure whether incident needs a CIR
 - 907-269-3666 ask for QA

**Notify recipient's
Care Coordinator**

Thank You! Thank you!



Senior and Disabilities Services
Critical Incident Report Training
Contact Training Unit:

○ A certificate of completion will need to be created for you by your agency representative.

Cina Fisher

907-269-3734, cina.fisher@alaska.gov

Kara Thrasher-Livingston

907-269-3685,

kara.thrasher-livingston@alaska.gov

We look forward to
seeing you in our
ongoing trainings!