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 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

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

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!
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?

- 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

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.
Reminders

- Use the File Your Report Here Link on the SDS Webpage
- Report within 24 hours
- Notify the recipient’s Care Coordinator ASAP
- Central Reporting goes to APS, ALH Licensing & QA
- Complete the Report a Death form and upload
Why Report a Critical Incident?

- 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

Providers are the bedrock of supports in our communities
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 the incident needs a CIR
  - 907-269-3666 ask for QA

Notify recipient's Care Coordinator
Thank You! Thank you!

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

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

Cina Fisher
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We look forward to seeing you in our ongoing trainings!

Photo credit: Slides 4 & 24: US Fish and Wildlife Service Image Library