

6002-A DEFINITIONS OF INCIDENTS AND SERIOUS INCIDENTS

REVISION DATE: 3/2/2015

EFFECTIVE DATE: July 31, 1993

An Incident is defined as an occurrence, which could potentially affect the health and well-being of a member enrolled with the Division or poses a risk to the community. If the incident is determined to be "serious" as defined in this policy, the "Serious Incident" section of this policy shall be followed.

Incidents

Incidents include, but are not limited to:

- A. Death of member;
- B. Potentially dangerous situations due to neglect of the member;
- C. Allegations of sexual, physical, programmatic, verbal/emotional abuse;
- D. Suicide threats and attempts;
- E. Member missing;
- F. Accidental injuries which may or may not result in medical intervention;
- G. Violation of a member's rights as stated in this policy manual;
- H. Provider and/or member fraud;
- I. Complaints about a community residential setting, resident or the qualified vendor;
- J. Allegations of inappropriate sexual behavior;
- K. Theft or loss of member's money or property;
- L. Use of emergency measures;
- M. Medication errors such as:
 - 1. Wastage of a Class II substance;
 - 2. Giving medication to the wrong member;
 - 3. Wrong method of medication administration;
 - 4. Wrong dosage administered; or,
 - 5. Missed medications;

- N. Community disturbances in which the member or the public may have been placed at risk;
- O. Serious work related illnesses or injuries (Division employees). (See DES Policy # DES 1-07-02.A, Unusual Incident Reporting [Employee] ;)
- P. Threats to Division employees or state property (See DES Policy # DES 1-07-02.A, Unusual Incident Reporting [Employee]); and accidents on state property involving non-member/non-employees. (See DES Policy # DES 1-07-02B, Unusual Incident Reporting [Client] ;)
- Q. Environmental circumstances which pose a threat to health, safety or welfare of members such as loss of air conditioning, loss of water or loss of electricity;
- R. Unplanned hospitalization or emergency room visit in response to an illness, injury, medication error;
- S. Unusual weather conditions or other disasters resulting in an emergency change of operations; or,
- T. Provider drug use.

Serious Incidents

A Serious Incident is an extraordinary event involving a member, facility, or employed/contracted worker. A serious incident poses the threat of immediate death or severe injury to a person, substantial damage to individual or state property, and/or widespread interest in the news media.

Serious incidents include, but are not limited to the following:

- A. All deaths;
- B. A circumstance that poses a serious and immediate threat to the physical or emotional well-being of a member or staff member;
- C. Severe physical injury that:
 - 1. Creates a reasonable risk of death;
 - 2. Causes serious or permanent disfigurement: or,
 - 3. Causes serious impairment of a member's or worker's health;
- D. Property damage estimated in excess of \$10,000;
- E. Theft or loss of a member's money or property of more than \$1,000;
- F. Reporting to law enforcement officials because a Division enrolled member is missing and presumed to be in imminent danger;

- G. Reporting to law enforcement officials due to possession and/or use of illegal substances by members or staff/providers;
- H. A 9-1-1 call due to a suicide attempt by a member; or,
- I. An incident or complaint from the community that could be or is reported by the media.