

Reporting Critical Incidents

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Critical Incident Policy

- ▶ It is the intent of Amplified Home Health Care to prevent critical incidents through proper employee training and requiring employees to adhere to this critical incident and risk management policy as well as any other established precautionary measures. AMPLIFIED HOME HEALTH CARE will report any critical incidents according to the Department of Health's regulations (Title 55, §52.17) in regard to critical incident and risk management

Definition

- ▶ Amplified Home Health Care accepts the Department of Public Welfare definition of a critical incident found in 55 Pa Code Chapter 52 §52.3. A critical incident is defined as an occurrence of an event that jeopardizes the participant's health which may include death, serious injury or hospitalization of a participant; provider and staff member misconduct including deliberate, willful, unlawful, or dishonest activities; abuse, including the infliction of injury, unreasonable confinement, intimidation, punishment, or mental anguish of the participant. Abuse may include physical abuse, psychological abuse, sexual abuse, verbal abuse, neglect, or exploitation. Also considered a critical incident is service interruption that results in the participant's inability to receive services and puts the participant's health or welfare at risk.

Prevention

- ▶ Prevention is the LLC's risk mitigation strategy, Amplified Home Health Care will educate all staff in the areas of a participant's health and safety. Annual critical incident related training will include prevention of abuse and exploitation of participants and reporting critical incidents. Refer to the Employee Training Policy for specific information in regard to the frequency and required trainings for Amplified Home Health Care employees.
- ▶ Amplified Home Health Care also utilizes the position of a consumer monitor who is responsible for monitoring the participants' services through a regular schedule of contact via telephone and home visits.

Reporting

- ▶ Amplified Home Health Care holds all employees responsible for the proper care of our participants. All employees are responsible for reporting all alleged critical incidents. Related concerned individuals are encouraged to report any critical incident to Amplified Home Health Care immediately upon becoming aware of the situation. When a critical incident is reported, the staff member who receives the information will complete a critical incident intake form and immediately begin the required notification procedures.

Notification

- ▶ When a critical incident is reported, the administrator is responsible for immediately notifying all applicable regulatory agencies. Applicable agencies include Older Adult Protective Services (OAPSA), law enforcement, fire department, and the Department of Health. The Office of Long Term Living (OLTL) will be notified within 24 hours of the completion of the critical incident intake form.
- ▶ Within five days of the initial notification to the OLTL HCBS Program Manager, Amplified Home Health Care will provide a follow-up to the critical incident as well as provide information concerning the disposition of the critical incident.
- ▶ All applicable parties will receive notification of the investigation findings and the implemented actions to resolve the critical incident.

Investigation

- ▶ If the accused is a direct care worker assigned to work for the injured participant, he or she will be suspended from work duties until the investigation is complete and a resolution is determined. If the investigation reveals that the direct care worker is at fault, he or she will be terminated immediately. If the investigation reveals that the participant is at fault, Amplified Home Health Care will start the termination of services process according to the participant termination regulations.
- ▶ All information gathered as a result of the investigation will be kept confidential.

Management of Critical Incidents

▶ On a quarterly basis, Amplified Home Health Care will review and analyze critical incidents. Information attained through analysis will be used for the purpose of procedural improvements and development of Amplified Home Health Care, LLC's quality management policy. Amplified Home Health Care will make readily available and submit a copy of the critical incident and risk management policy, procedures, and critical incident analysis to the Department of Health upon request.