

Incident Reporting

What is an Incident?

Any occurrence or happening which is not consistent with the routine operation of a service or any routine care of a client that is likely to lead to adverse effects upon the employee or the client.

Types of Incidents

There may be several instances when you may need to complete an incident report. Including;

- Consumer Death
- Restrictive Intervention
- Consumer Injury
- Abuse, Neglect, Exploitation
- Medication Error
- Consumer Behavior
 - *Suicidal Behavior*
 - *Sexual Behavior*
 - *Consumer Act*
 - *Consumer Absence*

When Should you Report?

- If there is a question regarding whether to report or not, **ALWAYS REPORT.**
- Consult with your supervisor if you are unsure
- Always inform your supervisor of occurrences of incidents, regardless of the level of the incident, so that he or she may assist you in following reporting protocol, if needed.
- A staff who receives notification of a client's involvement in an incident or accident shall immediately report the event to their supervisor and document the incident.

Timeline to Report

Incident reports shall be completed within 24 hours of the incident

Level II incidents are reported to the LME within 72 hours

Level III incidents are reported verbally to the LME within 24 hours and followed up with a written report.

- *Keys to Completing an Incident Report*
- *List the basic facts of the incident chronologically.*
- *Answer the questions: who, what, when, how, and why?*
- *Describe events that led up to the incident*
- *Describe attempts made to prevent it from happening*
- *Be factual with all documentation*
- *Make a distinction between first-hand information and what has been gained from others.*
- *Be accurate, concise, and clear.*
- *Be sure to print legibly or type the report.*
- *Do **NOT** list the names of the client's on the incident report.*

Level I Incidents

These are milder incidents such as a minor injury that only requires minimal first aid, or an aggressive act that does not require a report to the police not causes injury.

Level II Incidents

These are moderate incidents such as a suicide attempt that does not result in a major injury, or an aggressive or destructive behavior that merits a report to the police or threatens the health and safety of themselves or others.

Level III Incidents

These are major incidents such as any act that results in the permanent physical or psychological impairment.

Incident Reporting

Process for Reporting

- Notify your supervisor of any incident you may think should be reported
- Your supervisor may choose to assist you in completing the report
- The staff involved in or learning of the incident should complete pages 1,2 and the top half of 3. Staff will sign and date as indicated.
- Your supervisor will complete the supervisor portion of the report. Bottom half of 3 and page 4. Supervisor will sign and date where indicated.
- The completed report is then submitted to the QP for review and for input into IRIS.
- Incident Reports are filed in the "Incident Binder". These are never to be filed in the Client's Individual Chart.
- The QP compiles the list for the company and completes a quarterly Incident Report that is then submitted to the LME. This report captures data on Level I incidents.
- The Advisory Committee will review incident reports internally for risk assessment.

What is IRIS?

IRIS (Incident Response Improvement System) is an electronic web-based system developed for the reporting of incidents.

- *All Employees will continue to utilize the paper version of the report.*
- *Current timelines and procedures for reporting were previously noted above.*
- *The AP or Group leader will give the completed Incident Form to the QP for entry into the IRIS System.*
- *The QP will maintain all completed Incident Reports and will enter the tracking number on the top of the first page and the log that corresponds with the number assigned in IRIS.*

Restrictive Interventions

In the event you must utilize our "Block and Release" policy as a means to defend yourself you will need to report this as an incident. You may only use approved techniques as trained in NCI+. This is the sole intervention program adopted by Clear Sky Behavioral, LLC.