

## Mandatory and Incident Reporting

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### Mandatory and Incident Reporting Training Outline

ALL staff are responsible and mandated to report events that impact the safety and security of the individuals we serve.

The number to report abuse, neglect, and/or exploitation is 1-800-652-1999.

The hotline should be contacted at anytime you have reasonable cause to believe a vulnerable adult or child has been subject to abuse, neglect, and/or exploitation. This includes if you have witnessed or observed an individual being subjected to conditions which reasonably would be considered abuse or neglect.

If you have not witnessed but suspect abuse or neglect has occurred you should contact your supervisor as soon as possible.

If the individuals we serve allegedly or abuse another individual in services make sure to contact all members of the team and NDHHS. This may also include contacting APS and/or CPS.

The following incidents have been identified as deemed criteria for Incident reporting.

1. Allegation of abuse and/or neglect.
2. Allegation of financial exploitation.
3. Allegation of sexual exploitation.
4. Injury to participant which requires medical attention and treatment by physician.
5. Injury to participant related to incidents involving emergency safety intervention (ESI).
6. Discovery of injury of unknown origin.
7. Injury or displacement of participant as a result of fire.
8. Medication error resulting in injury, serious illness, or hospitalization.
9. Use of emergency safety intervention (ESI).
10. Use of prohibited practices such as chemical or mechanical restraint for any reason.
11. Injury which requires medical attention to staff persons and others, resulting from the behavior of a participant.
12. Participant leaving supervision where the safety of the participant or others is potentially threatened.
13. Use of an emergency room or an urgent care facility for treatment or admission.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Instructor Initials: \_\_\_\_\_

## Mandatory and Incident Reporting

Score: \_\_\_\_\_

14. Possible criminal activity by a participant or by a staff person suspected of engaging in criminal activity towards a participant.
15. Missing person.
16. Property damage caused by participant or staff person.
17. Seizure that lasts over five minutes or over the time set by the participant's physician, or which requires treatment at an urgent care center, emergency room (ER), or hospital.
18. Death of participant.
19. Hospitalization.
20. Law enforcement contacts, such as visits to assess or control situations, due to the behavior of a participant.

### *Reporting Timelines and Requirements*

All listed incidents will be reported to the identified administrator immediately. Depending on the severity and the type of incident, he/she will contact law enforcement and/or APS/CPS immediately. The administrator will verbally contact the guardian, legal representative or parent, Service Coordinator, DHHS and any other designated member of the team immediately upon becoming aware of the incident.

Within twelve hours of the occurrence all staff and EFH providers must provide a written report (T-Log) in Therap . A CHAMPIONS OF SERVICES AND HEALTH INC. administrator will complete a GER and send it to NDHHS within twenty-four hours of the incident. The GER will be completed using Therap. The GER will include the following:

- a. Facts of Incident/Event Information
- b. Description of what happened before the event
- c. Action Taken or Planned  
CHAMPION'S immediate actions to address the situation (**Corrective Action Taken**)  
CHAMPION'S strategy to prevent recurrence (**Plan of Future Corrective Actions**)
- d. Review/Follow Up
- e. Supporting Documents (*as applicable*)

Within 14 days written summary of CHAMPION's internal investigation will be presented to DHHS.

The Area Director will submit a quarterly aggregated report to DHHS. Each report will be sent no later than 30 days after the last day of the previous quarter. The reports will include:

- f. Collection of data
- g. Analyzed data

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Instructor Initials: \_\_\_\_\_

## Mandatory and Incident Reporting

Score: \_\_\_\_\_

- h. Explanation of data
- i. Evidentiary examples

Evaluation of performances that will result in reduction of critical incidents over time will be determined using the information listed above.

CHAMPIONS OF SERVICES AND HEALTH INC. will investigate and assess the incidents in order to gather facts and details to prevent or reduce harm to the individuals being served and to improve care. At no time, will CHAMPION's internal investigation or assessment interfere with police or APS/CPS investigations. Essential facts of the incident, including results and any action(s) taken to prevent the incident will be recorded by the CHAMPIONS OF SERVICES AND HEALTH INC. Internal Investigator. Furthermore, an action plan will be included with CHAMPION's immediate efforts to address the situation and prevent recurrence.

CHAMPIONS OF SERVICES AND HEALTH INC. will utilize Therap to analyze all GER's and all individual data to identify any trends and/or problematic practices that may be occurring. Appropriate corrective actions to address problematic practices will be identified by CHAMPIONS OF SERVICES AND HEALTH INC. administration.

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