


CHAPTER: 1	SECTION: 8	SUBJECT: RECIPIENT RIGHTS
TITLE: INCIDENT REPORTS		
EFFECTIVE DATE: 12/31/86	REVISED DATE: 9/9/99, 3/15/02, 6/20/05, 10/5/10, 12/19/11, 3/26/12, 9/23/13, 3/17/14, 3/23/15, 3/28/16, 3/20/17, 6/25/18, 6/24/19, 3/23/20, 3/22/21, 3/28/22	
ISSUED AND APPROVED BY:  EXECUTIVE DIRECTOR		

I. PURPOSE:

To assure timely review, uniformity, and consistency in reporting unusual incidents involving a consumer of mental health services that adversely disrupts the normal routine or program administration.

II. APPLICATION:

All Community Mental Health of Ottawa County (CMHOC) staff, volunteers/interns, and contract agency staff as specified by contract.

III. DEFINITIONS:

Extraordinary/Unusual Incident: means an out-of-the-ordinary occurrence, including but not limited to the following:

- Death of a consumer
- Serious and non-serious physical injury explained or unexplained (i.e. cuts, broken bones, sprains, falls, bruises, etc.)
- Emergency medical treatment (i.e. hospital admission, ambulance transport, injury or illness requiring urgent care or emergency room services)
- Repeated maladaptive behaviors which are not addressed in the plan of service
- Sexual misconduct by a consumer, not addressed by the plan of service
- Medication errors, or untoward drug reactions
- Use of physical management (i.e. MANDT, CPI, SATORI, etc.)
- Consumer-to-employee and consumer-to-consumer aggression and/or injury
- Behavior episode (i.e. property damage, harm to self or others, elopement, verbal aggression, police called to assist during a behavior episode, etc.)
- Incidents involving drugs and/or weapons
- Car accident when a consumer is present in the vehicle
- Biohazard accident
- Arrest and/or conviction
- Other incidents that seriously disrupt or adversely affect the course of treatment or care of a consumer within a service setting, or the management of a service setting when the occurrence includes a consumer
- Duty to warn disclosure
- Search of a consumer's property or person

- Any significant event in the community involving a consumer
- Fire evaluation (i.e. smoke detector or carbon monoxide detector goes off)
- Police involvement with a recipient

IV. POLICY:

All extraordinary/unusual incidents shall be reported, reviewed and when appropriate followed up on and/or investigated, to assure appropriate follow-up care and/or remedial action is taken to assure the safe and humane treatment of all consumers.

V. PROCEDURE:

- A. Employees shall report all extraordinary/unusual incidents on the "Incident Report" form (CMHOC – Incident Report). Reports shall be detailed, clear and concise, with all requested information on the form to be completed in its entirety.
- B. The employee(s) involved in the extraordinary/unusual incident will write the Incident Report within 24 hours. It is unacceptable for Incident Reports to be written by someone who was not involved in the extraordinary/unusual incident.
- C. Supervisors/employees must route all Incident Reports within three (3) business days upon receipt of the incident report in order to promote timely routing to next appropriate treatment team professionals or the Office of Recipient Rights. Remember, incident reports are seen by multiple treatment team professionals. Therefore, it is critical that incident reports are routed in a timely fashion.
- D. Incident reports, **other than suspected Abuse, Neglect, Serious Physical Injury, Death, Sexual Abuse or Criminal Offense**, involving a consumer will proceed as follows:
 1. Employees who witness, discover or are notified of an extraordinary/unusual incident as described above shall:
 - a. Protect, comfort, and assure treatment of the consumer as necessary.
 - b. Contact the Team Leader, Team Supervisor, Program Coordinator, Program Supervisor, or Director, as applicable.
 - c. The Team Leader, Team Supervisor, Program Coordinator, Program Supervisor, or Director notified of an unusual incident shall notify the guardian or parent of a minor child, as applicable.
 - d. Document the incident in the consumer's progress notes.
 2. The Team Leader, Team Supervisor, Program Coordinator, Program Supervisor, or Director notified of an unusual incident shall:
 - a. As appropriate, take further action necessary to assure treatment, comfort, and protection of the consumer when verbally notified.
 - b. If the incident involves an injury that may require further treatment, assure immediate treatment is received.
 - c. Assure proper documentation has been entered in the consumer's progress notes.
 - d. State corrective/remedial action taken on the bottom section of the Incident Report.
- E. Incidents of serious physical injury involving a consumer(s) will proceed as follows:

1. Employees shall:
 - a. Protect, comfort, and assure treatment of the consumer as necessary.
 - b. **Immediately** notify the Team Leader, Team Supervisor, Program Coordinator, Program Supervisor, or Director.
 - c. **Immediately** notify the Office of Recipient Rights by telephone, voicemail, cellphone, fax, and/or e-mail.
 - d. Complete an incident report and give it to the Team Leader, Team Supervisor, Program Coordinator, Program Supervisor, or Director before the end of work day/shift.
 - e. Document the incident in the consumer's progress notes.
 - f. The Team Supervisor or Program Coordinator/Supervisor/Director shall assure the incident report is accurately completed and personally receive the report from the reporting person. The Team Supervisor or Program Coordinator/Supervisor/Director will forward the incident report to the Office of Recipient Rights within twenty-four (24) hours of receipt.

- F. The Rights Officer may inquire further into the situation in order to determine possible rights violations.
- G. If the incident involves a death of a consumer assure a Report of Death Form is completed and attached to the Incident Report before forwarding to the Office of Recipient Rights.
- H. Following traumatic emergencies, CMHOC's crisis team clinicians and/or the Critical Incident Stress Debriefing team will be available to staff and persons served to provide support.
- I. Incident Reports or other peer review reports shall not be maintained in the medical record of a consumer.
- J. CMHOC staff may not maintain copies of Incident Reports for their personal files.
- K. Incident Reports will not be released to recipients, parents of a minor, or empowered guardians in order to assure the confidentiality of other consumers who may be included on the Incident Report. A summary of the Incident Reports received for a particular consumer, with the proper releases of information in place, will be provided by the Office of Recipient Rights, upon request.

VI. ATTACHMENT:

None Applicable

VII. REFERENCE:

Michigan Mental Health Code
Recipient Rights Training Handouts
CARF Manual
MDHHS – ORR Attachment B