dmhas

Critical Incident Reporting Guide

September 2016

Version 5.0

TABLE OF CONTENTS

Contents

COMMISSIONER'S POLICY STATEMENT ON CRITICAL INCIDENTS

dmhas
A Healthcare Service Agency

STATE OF CONNECTICUT
Department of Mental Health & Addiction Services

Commissioner's Policy Statement and Implementing Procedures

SUBJECT:	Critical Incidents
P & P NUMBER:	Chapter 6.26
APPROVED:	Miriam Delphin-Rittmon, Commissioner Date: 10/15/2015
EFFECTIVE DATE:	October 15, 2015 Miriam Delphin-Rittmon
REVISED:	4/11/2012, Replaced Commissioner's Policy Statement 81
REFERENCES:	
FORMS AND ATTACHMENTS:	Critical Incident Report Cover Sheet Critical Incident Report

STATEMENT OF PURPOSE: Under Connecticut Statute 17a-452b, the authority for overseeing the quality of services for clients of Department of Mental Health and Addiction Services (DMHAS) operated facilities is designated to the Medical Director. The reporting and review of critical incidents is an important component of the ongoing evaluation and improvement of the quality of care and services.

POLICY: Critical Incidents shall be reported by state-operated Local Mental Health Authority (LMHA) Executive Director/Chief Executive Officers and the State Hospital Chief Executive Office (CEO) or their designee to the DMHAS Office of the Commissioner. Critical incidents are defined as incidents which may have a serious or potential serious impact on DMHAS clients, staff, facilities, or the public or that may bring about adverse publicity. Except as required by law, clinical information regarding clients involved in critical incidents will not be communicated to parties not privileged by law to have access to such information. The sharing of information within the DMHAS Office of the Commissioner will be given on a need to know basis for clinical oversight and quality review purposes.

The requirement to report critical incidents is not intended to supplant any other reporting requirements, e.g. the need to report statutorily defined incidents to the Department of Public Health, the Connecticut Occupational Health and Safety Administration, and likewise should not be superseded by other reporting requirements.

Critical Incidents shall be reported in the form and manner designated by the Commissioner.

OVERVIEW

Under Connecticut Statute 17a-452b, the authority for overseeing the quality of services for clients of Department of Mental Health and Addiction Services (DMHAS) operated facilities is designated to the Medical Director. The reporting and review of critical incidents is an important component of the ongoing evaluation and improvement of the quality of care and services.

Critical Incidents shall be reported by state-operated Local Mental Health Authority (LMHA) Executive Director/Chief Executive Officers and the State Hospital Chief Executive Officer (CEO) or their designee to the DMHAS Office of the Commissioner.

Critical incidents are defined as incidents which may have a serious or potential serious impact on DMHAS clients, staff, facilities, or the public or that may bring about adverse publicity.

The Login to the Critical Incident (CI) application is through the DMHAS Provider Suite of Applications Portal.

Use of this application is limited to key personnel who handle critical incident reporting. User access is based on assigned user roles and provider/program level security.

The CI access form and information can be found under DMHAS Critical Incident Reporting on the ct.gov website: http://www.ct.gov/dmhas/criticalincident.

ACCESS TO SYSTEM AND VPN TOKENS

Please read this page carefully before proceeding, and contact DMHAS staff with any questions.

Access to DMHAS data reporting systems may take several weeks, particularly if VPN tokens are requested. Much of this process takes place outside of DMHAS' operations.

If an incident report needs to be made immediately and there is no way to access the system, please call Chrishaun Jackson at 860-418-6912 or Karin Haberlin at 860-418-6842.

Plan ahead and ensure that users have the necessary access and tools before an emergency arises.

Access to the Critical Incident Reporting System (CIRS) is through the web based DMHAS Provider Suite of Applications Portal, which is the online home of DDaP (DMHAS Data Performance), the Consumer Satisfaction Survey (CSS) data entry portal, and the VATS (Voluntary Admission Tracking System).

1. New users of the DMHAS Suite of Applications Portal first must apply for access:
   http://www.ct.gov/dmhas/lib/dmhas/isd/vpn-ddapaccess-nonDMHAS.doc (**PNP staff only**)
   http://www.ct.gov/dmhas/lib/dmhas/isd/VPN-DDAPAccess-DMHAS.doc (**DMHAS facility staff only**)

2. New users, as well as current users of DDaP, CSS, or VATS who require **additional access to the Critical Incident Reporting System (CIRS)** must request it through use of this form:
   http://www.ct.gov/dmhas/lib/dmhas/eqmi/CI-VPN-Access-Form.docx

A VPN Token is a device that will allow you to connect to the DMHAS secure network. It looks like this:

If your agency requires a VPN Token in order to gain access to the CI application, you must do the following:

Request a VPN Token on the **Critical Incident (CI) Access and VPN Token Request Form**. *(NOTE: If you already have a VPN Token that you are using for DDaP or VATS, you can use that token. However,* ***you will still need to complete the access form in order to be added as a user to the system and receive your user name and password****. After completing your user information on the access form, select 'N/A or Already Have Token' located under the VPN Token section of the form. Complete the form accordingly.)*

Once you receive the VPN Token, there will also be instructions as to how to make the appropriate connections. It may take a little longer to receive your token than your user name and password; however, you must have the token and make the connection before you can gain access to the CI application.

For further details regarding your token, please refer to the following link in ct.gov:
http://www.ct.gov/best/site/default.asp and click on "VPN Client Downloads".

For troubleshooting connections with your VPN token, contact the DMHAS Help Desk (**860-262-5058**).

HOW TO ACCESS THE CRITICAL INCIDENT (CI) APPLICATION

Only authorized users with a system assigned login name and password may access the Critical Incident application.

To log into Critical Incident (CI), follow the steps below:

1. Boot-up the pc to the Windows desktop screen.
2. For VPN users, once the VPN connection is made, enter password and Token number. ***(Refer to the next page for more information regarding VPN Tokens)***
   Launch Internet Explorer. (Go to step 4)
3. Non-VPN users (e.g., State workers), launch Internet Explorer.
4. Navigate to or enter the IP address that you have been given by DMHAS to access the system. If you need the address, contact the Help Desk (see number below.)
5. The Log In screen will be displayed:

Once the CI application access form is processed, an email will be sent to you with your User Name and a second email will be sent to you with your Password.

6. Enter the following information in the **Log In** window:

User Name:	Enter your user name.
Password:	Enter your password. *(You will change the password with the initial log in.)*

7. Point and click on the **Log In** button.

Contact the DMHAS Help Desk at 860-262-5058 if you need your password reset. (Or email: DMHAS.Info@ct.gov)

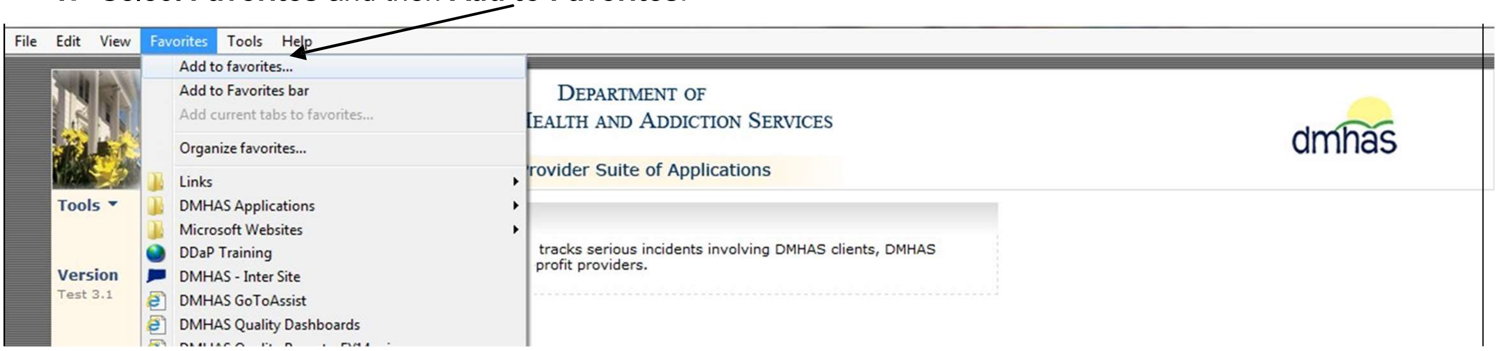
*The **Provider Suite of Applications** screen will display.*

***Note**: 'Please be sure to log out after completing your work.' will display at the bottom of the Log In screen as a reminder to be sure to log out after completing your work.*

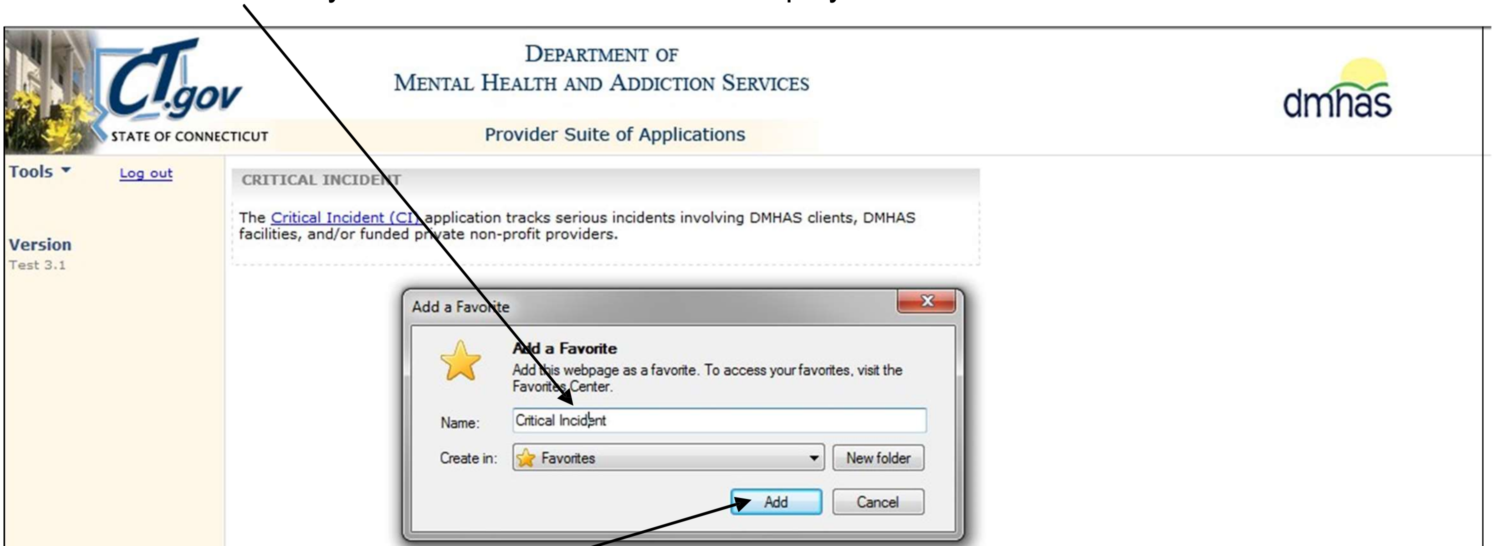
ADD TO FAVORITES

Add this to your favorites on the Provider Suite of Applications as follows:

1. Select **Favorites** and then **Add to Favorites**.



2. A box will display to add your 'favorite'.
3. Enter the name you desire or leave whatever displays.

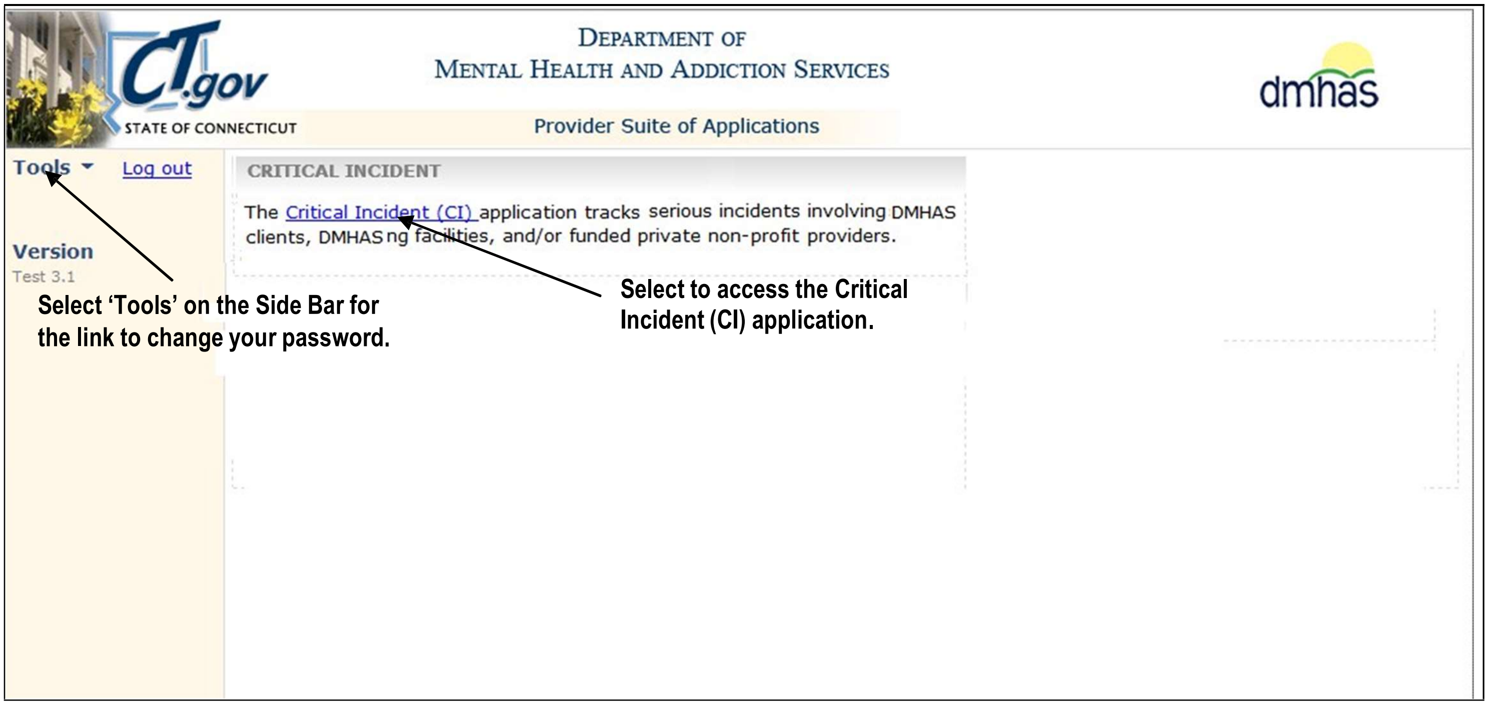


4. Select the **Add** button.
5. Your 'favorite' is now created and will display in the listing when **Favorites** is selected.

If you choose to add your short cut in another manner, please be sure to do so while on the Provider Suite of Applications.

PROVIDER SUITE OF APPLICATIONS

The Critical Incident (CI) *application link is selected to enter or view Critical Incidents.* ***CI Administrators*** *will have the ability to view, add or change incidents.* ***CI Users*** *will have the ability to view and update while 'Open' before 'Saved' and add incidents.*



SIDE BAR

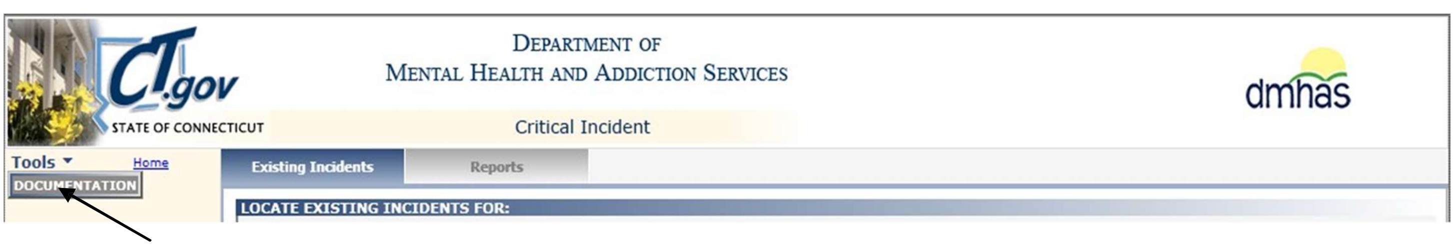
The Side Bar on the Provider Suite of Applications has a Help function. Informational links are displayed under 'Tools', including the User Guides and Change Password. Select the Log out link to log out of the application.

USING THE HELP FUNCTION

To access these informational links and documents, follow the steps below:

On the Provider Suite of Applications, click on the **Tools** option in the **SIDE BAR** to the left of the application listing. Select from the list of options that display:

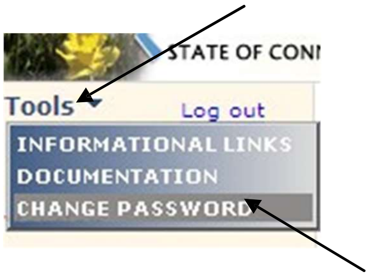
- **DOCUMENTATION**: Select this to display this document.
- **CHANGE PASSWORD**: Use this link to change your Password anytime.



HOW TO CHANGE YOUR PASSWORD

To *CHANGE YOUR PASSWORD ANYTIME*, follow the steps below:

1. Click on the **Tools** menu on the **Side bar** on the **Provider Suite of Applications** Home page.



2. Select the **Change Password** option.

3. The **Change Your Password** window will display:

4. Enter your **Current Password** and your **New Password**.

5. Enter your **New Password** again to **Confirm**.

6. Select the **Change Password** button. (Select **Cancel** to close out of the window.)

7. The **Change Password Complete** window will display.

8. Select the **Continue** button. Select the Critical Incident (CI) link to get into the CI application, or select Logout to log out of the application.

Note: *You can change your password at any time; however, you will be automatically prompted with first time log in and after a certain period of time to change your password as a security measure. The 'Change Password' window will display. Follow steps 3 – 8 above.*

SYMBOLS & FUNCTION BUTTONS

There are a variety of symbols and buttons with specific meanings throughout the CI application.

You can use the mouse to hover over the object to see the meaning. Symbols and function buttons will display based on your user role.

The following is a list of the symbols or icons and their meanings:

 Click to view Incident Details

 Click to show Calendar and select Dates

 Click to Search

 Click to Delete

Function buttons are located at the bottom of each screen in the CI application:

ADD CLIENT: Select this to add a client to a critical incident.

ADD STAFF: Select this to add a staff member to a critical incident.

ADD VISITOR/OTHER: Select this to add a Visitor or Other to a critical incident.

SAVE: Select this to save information entered on the screen.

EDIT: Select this to make a change after entries have been ‘Saved’ *(CI Admins only-except CI Users can Edit ‘Update Incident’ details)*

CANCEL: Select this if the EDIT button has been selected and a change is not needed.

CLOSE INCIDENT: Select this to put the incident in a ‘Closed’ status.

PRINT: Select this to print a summary report of the incident

RETURN: Select this to return to the Existing Incidents screen.

If a Critical Incident needs to be changed, re-opened or rescinded after it has been ‘Saved’, please contact your CI Administrator.

INCIDENT CATEGORIES

The **Incident Categories** and associated **Sub-Categories** are listed below. ***Note:*** *If the Injury is Death, the Incident Category must be Death. If the Final Incident Category changes to Death, the Injury must be changed to Death – contact EQMI staff if this change needs to be made.*

- **Client Abuse Alleged**
  - Physical Abuse Alleged
  - Verbal Abuse Alleged
  - Violation of Patient Rights with Significant Consequences Alleged
  - Breach of Confidentiality with Significant Consequences Alleged
- **Death**
  - Suicide
  - Homicide
  - Accident
  - Accidental OD (resulting in Death)
  - Medical Error
  - Illness, Age or Medical Reason
  - Info Pending/Insufficient Info
- **Emergency Evacuation**
  - Fire
  - Bomb
  - Other Emergency Evacuation
- **Escape (Forensic Only)**
  - PSRB
  - DOC
  - Competency Restoration
- **Federal Notification**
  - Secret Service
  - FBI
  - Other Federal Notice
- **Medical Event**
  - Accidental Injury
  - Accidental Overdose (not resulting in death)
  - Medical Error/Reaction
  - Other Medical Event
- **Missing Client**
  - Missing Inpatient, Risk to Self or Others
  - Missing Outpatient, Risk to Self or Others
  - Missing Person
- **Property Damage**
  - Property Damage – Safety Issue
  - Property Damage
- **Serious Crime Alleged**
  - Physical Assault
  - Sexual Assault
  - Risk of Injury to Minor
  - Arson
  - Firearms
  - Hostage
  - Drug Sale /Distribution/Possession
  - Homicide / Manslaughter
  - Theft / Burglary
  - Other Serious Crime (specify)
- **Serious Suicide Attempt**
  - Suicide Attempt while Active in Program
  - Suicide Attempt within 30 days of Discharge
- **Threats**
  - Threats to Agency
  - Threats to Person
- **Other** (specify)

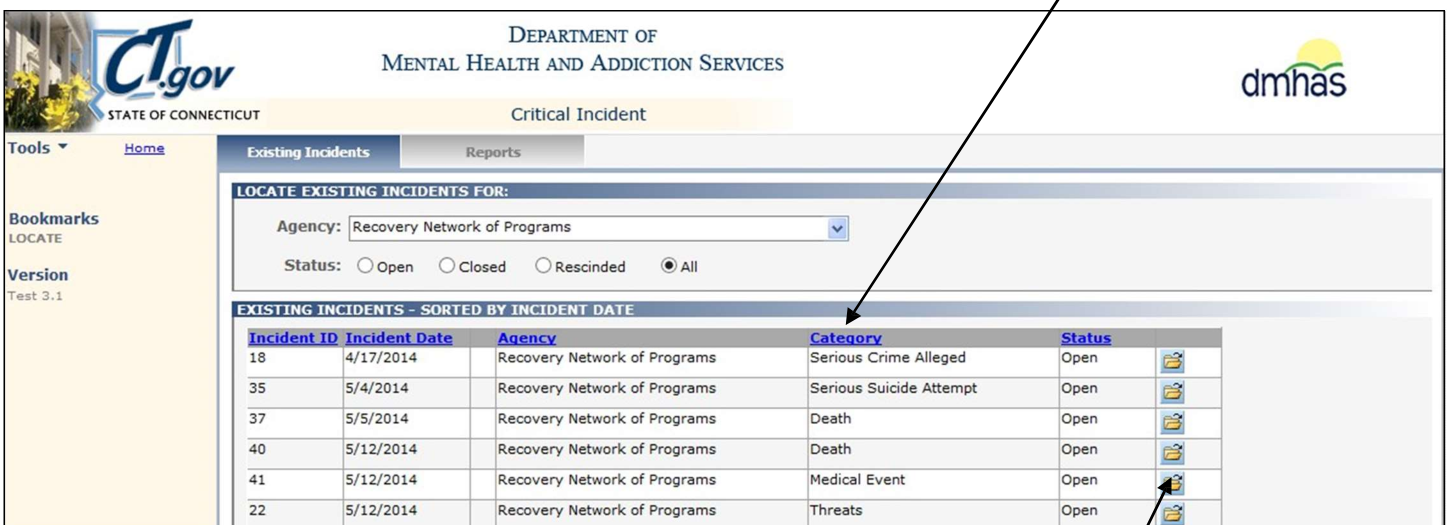
EXISTING INCIDENTS SCREEN

Once the Critical Incident (CI) link is selected on the **Provider Suite of Applications**, the **Existing Incidents** screen will display. Any critical incidents that have been reported in the CI application by your Agency will display in the **EXISTING INCIDENTS…** grid on this screen.

Only the agencies that the user has access to will display in the Agency drop list.

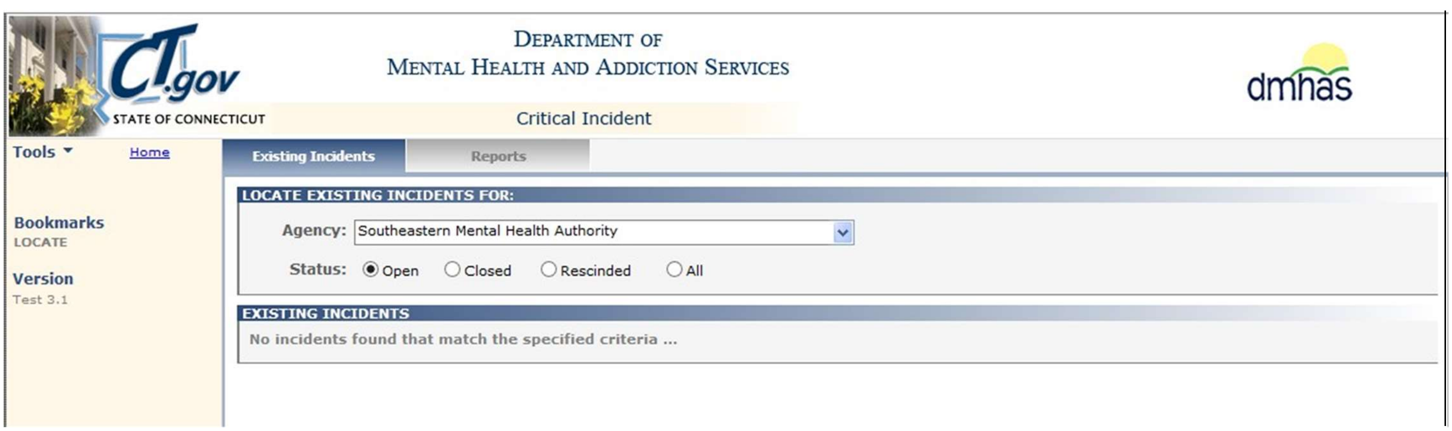
To Search for Critical Incidents:

1. Select the desired **Agency** from the drop list.
2. Click on the desired **Status**. The '**Open**' Status is the default when entering the screen. Select '**Closed**' to see a listing of Closed incidents, select '**Rescinded**' to see a listing of Rescinded incidents, if any or select '**All**' to see all Critical Incidents that have been reported.
3. Select any of the blue headers (**Incident ID**, **Incident Date**, **Agency**, **Category** or **Status**) to sort the incidents by header. The default sort is **Incident Date**.



4. Select the Incident Details button to the view details of an incident.

If there are no critical incidents for the Agency and Status selected, the 'No incidents found…' message will display.



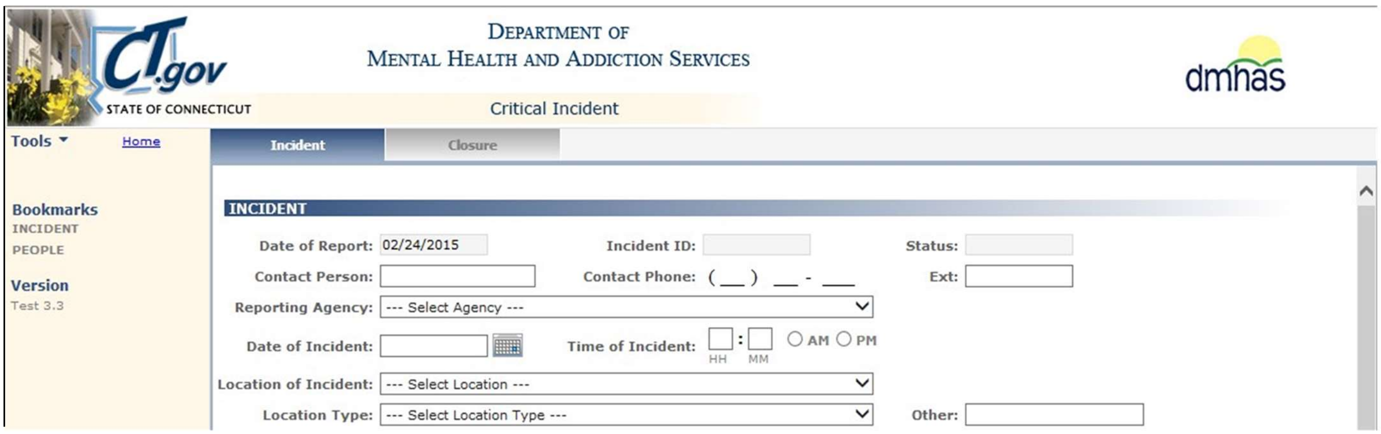
5. Select the **CREATE NEW INCIDENT** CREATE NEW INCIDENT button at the bottom of the screen to create a new incident.

HOW TO CREATE A NEW INCIDENT

1. Select the **CREATE NEW INCIDENT** button at the bottom of the **Existing Incidents** screen.

2. The **INCIDENT** screen will display. *The following fields are pre-filled in the CI application:*

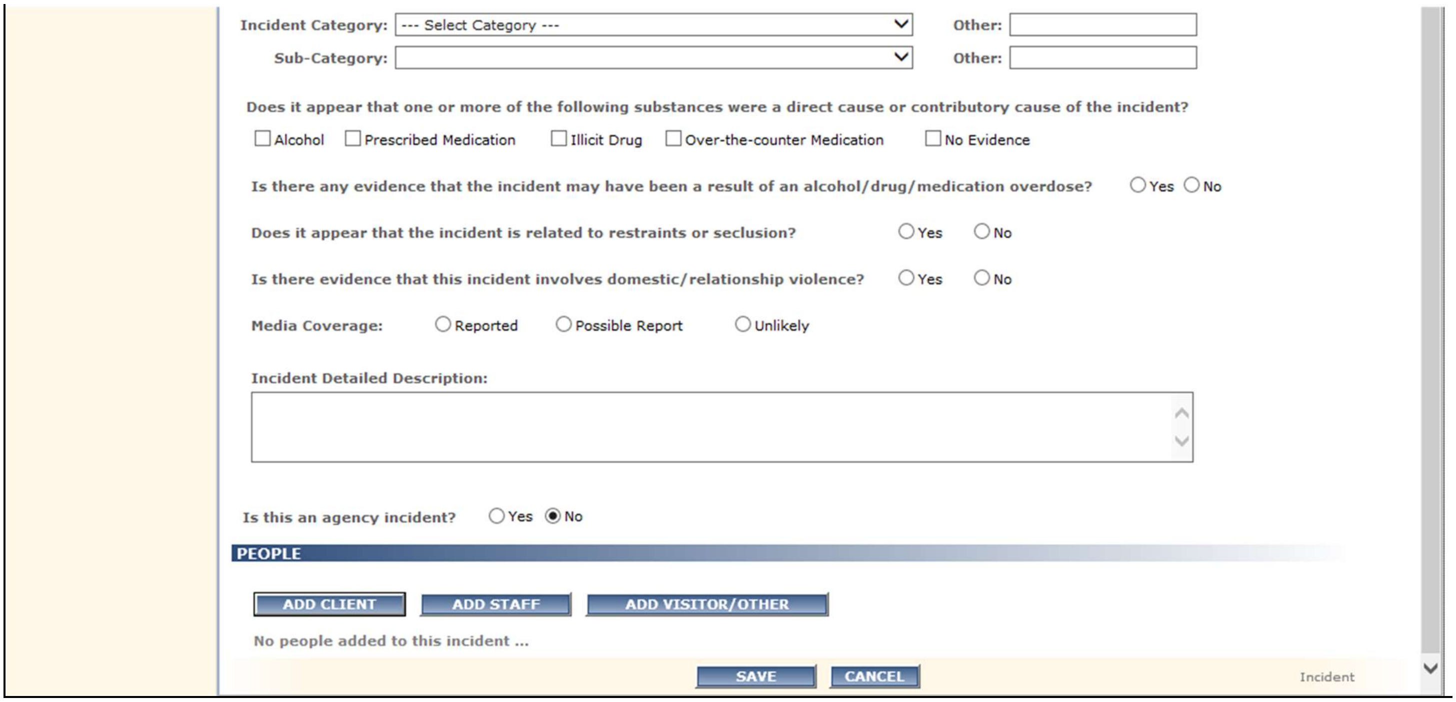
1. **DATE OF REPORT:** This is the date that the Critical Incident was entered into the application and will display as soon as the screen displays. (Today's Date)
2. **INCIDENT ID:** This identifies the incident by number and will display once all required fields are 'Saved'.
3. **STATUS:** This is the status of the incident (Open, Closed or Rescinded) and will display once all required fields are 'Saved'. The status will be 'Open' after 'Saving' information on the Incidents screen and 'Closed' after 'Saving' information on the Closure screen. *(Only CI Administrators can 'Rescind' a Critical Incident.)*



3. Complete the **INCIDENT** data fields as noted below.

FIELD NAME	FIELD DESCRIPTION
CONTACT PERSON	**REQUIRED.** Enter the First and Last Name of the person to contact regarding the incident.
CONTACT PHONE	**REQUIRED.** Enter the phone number for the Contact Person.
EXT	Enter the phone number extension for the Contact Person, if applicable.
REPORTING AGENCY	**REQUIRED.** Select the Agency reporting the incident from the drop list.
DATE OF INCIDENT	**REQUIRED.** Enter the date that the incident occurred in the correct MM/DD/YYYY date format or select the date from the calendar.
TIME OF INCIDENT	Enter the time that the Critical Incident occurred in HH:MM time format and select AM or PM.
LOCATION OF INCIDENT	**REQUIRED.** Select the name of the town where the incident occurred from the drop list. *Select 'Out of State' if the location is not Connecticut.*
LOCATION TYPE	**REQUIRED.** Select the location type from the drop list.
OTHER LOCATION TYPE	***This is required if Other is selected for the Location Type.*** Enter the Other Location Type in the Other text box.

Incident Data Fields and Descriptions (Cont.)



4. Complete the **INCIDENT** data fields as noted below.

FIELD NAME	FIELD DESCRIPTION
INCIDENT CATEGORY	**REQUIRED.** Select the Incident Category from the drop list.
OTHER INCIDENT CATEGORY	***This is required if Other is selected for the Incident Category.*** Enter the incident category in the 'Other' text box.
SUB-CATEGORY	**REQUIRED.** Select the incident sub-category from the drop list.
OTHER INCIDENT SUB-CATEGORY	***This is required if Other is selected for the Incident Sub-Category.*** Enter the incident sub-category in the 'Other' text box.
WERE SUBSTANCES A DIRECT OR CONTRIBUTORY CAUSE….?	**REQUIRED.** Select any Substances that were a direct cause or contributory cause of the Critical Incident. If no substance is evident, select 'No Evidence'.
EVIDENCE OF OVERDOSE…?	**REQUIRED.** Select Yes or No to indicate whether or not there was an overdose due to alcohol, drugs and or medication.
INCIDENT RELATED TO RESTRAINTS OR SECLUSION?	**REQUIRED.** Select Yes or No to indicate whether or not the incident was related to restraints or seclusion.
EVIDENCE OF DOMESTIC/RELATIONSHIP VIOLENCE?	**REQUIRED.** Select Yes or No to indicate whether or not there was evidence of domestic or relationship violence.
MEDIA COVERAGE	**REQUIRED.** Select 'Reported', 'Possible Report' or 'Unlikely' to best represent if there is or was actual media coverage of the event.
INCIDENT DETAILED DESCRIPTION	**REQUIRED.** Enter a detailed description of the incident in the text box. All details will display once the screen is 'Saved.'

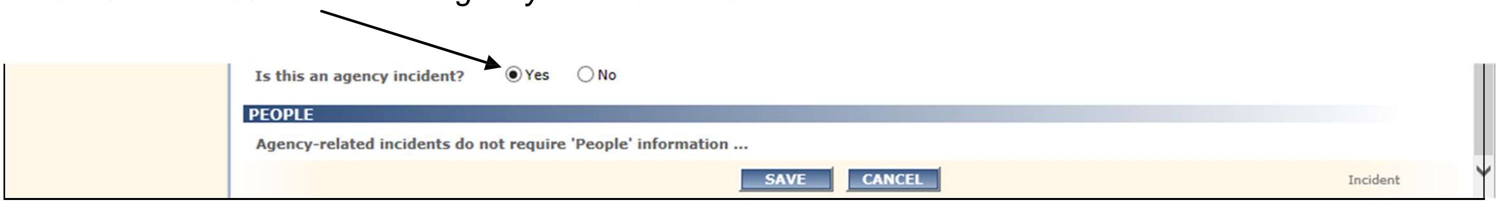
AGENCY INCIDENT

FIELD NAME	FIELD DESCRIPTION
IS THIS AN AGENCY INCIDENT?	**REQUIRED.** Select 'Yes' if this is an agency incident. *The default is 'No'*.

5. The '**Is this an agency incident?**' question will automatically default to '**No**'.

*An **Agency incident** is one that is generally not specific to a particular client but involves action at the agency level. Example: Evacuation of clients from a residence due to loss of electricity*

6. *Select '**Yes**' if this is an agency-related incident*.



7. The ADD 'People' buttons will no longer display and the ***'Agency-related incidents do not require 'People' information.'*** message will display.

8. Select the **SAVE** button to save the Incident information. (Select **CANCEL**' to not save.)

PEOPLE INCIDENT

*If this is <u>not</u> an agency-related incident, leave the agency question defaulted to '**No**'.*

9. *Select the **ADD CLIENT**, **ADD STAFF** or **ADD VISITOR/OTHER** button to add any 'People' who are <u>directly</u> involved in the incident. (Multiple selections can be made.)*

FIELD NAME	FIELD DESCRIPTION
ADD CLIENT	***This is required if the agency incident question = No and there is a client or clients involved.*** Select the **ADD CLIENT** button, search for the client, select the client, complete the fields accordingly and select SAVE.
ADD STAFF	***This is required if the agency incident question = No and there is a staff member or members involved.*** Select the **ADD STAFF** button, complete the fields accordingly and select SAVE.
ADD VISITOR/OTHER	***This is required if the agency incident question = No and there is a visitor/other involved.*** Select the **ADD VISITOR/OTHER** button, complete the fields accordingly and select SAVE.

10. The 'People' information will display in the **PEOPLE** grid.

Refer to the next several pages for instructions on how to add 'People' to an incident.

ADD CLIENT TO THE INCIDENT

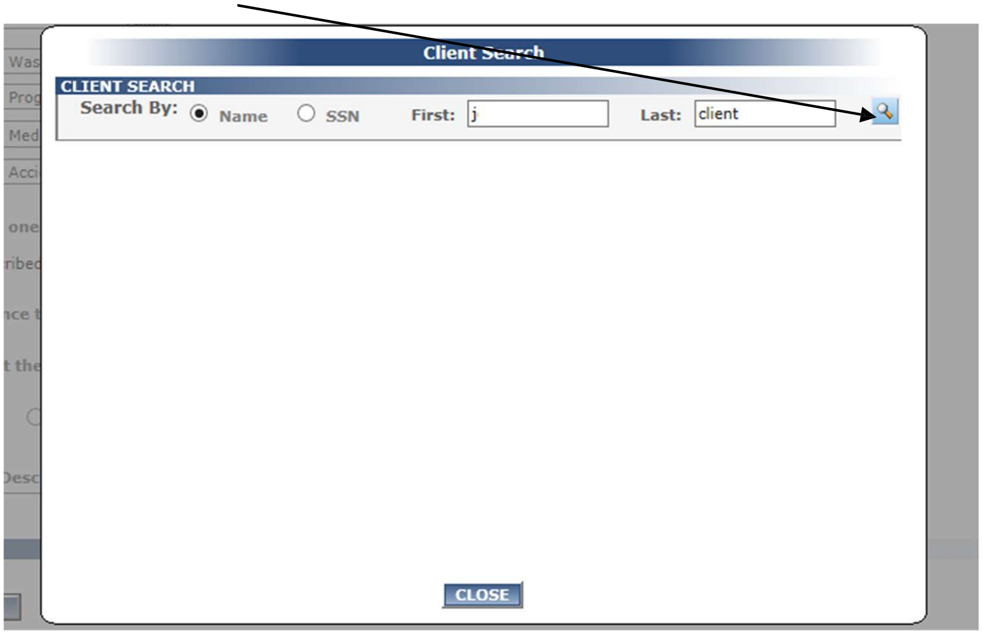
If a client is involved in an incident, client information needs to be added to the Incident.

1. Select the **ADD CLIENT** button under '**PEOPLE**'.

2. The **Client Search** window will display. **Search By** will be defaulted to **Name**.
3. Enter the client's **Name**: **First** (at least 1 character) and full **Last** name. (Or select **SSN** to search by Social Security Number- enter nine numbers, *no dashes and no spaces*).

If you do not have the full last name, check 'Search Client' or 'Program Roster' in the EDW or search in DDaP or WITS.

4. Select the Search button. (Select the **CLOSE** button to close window and not do a search.)



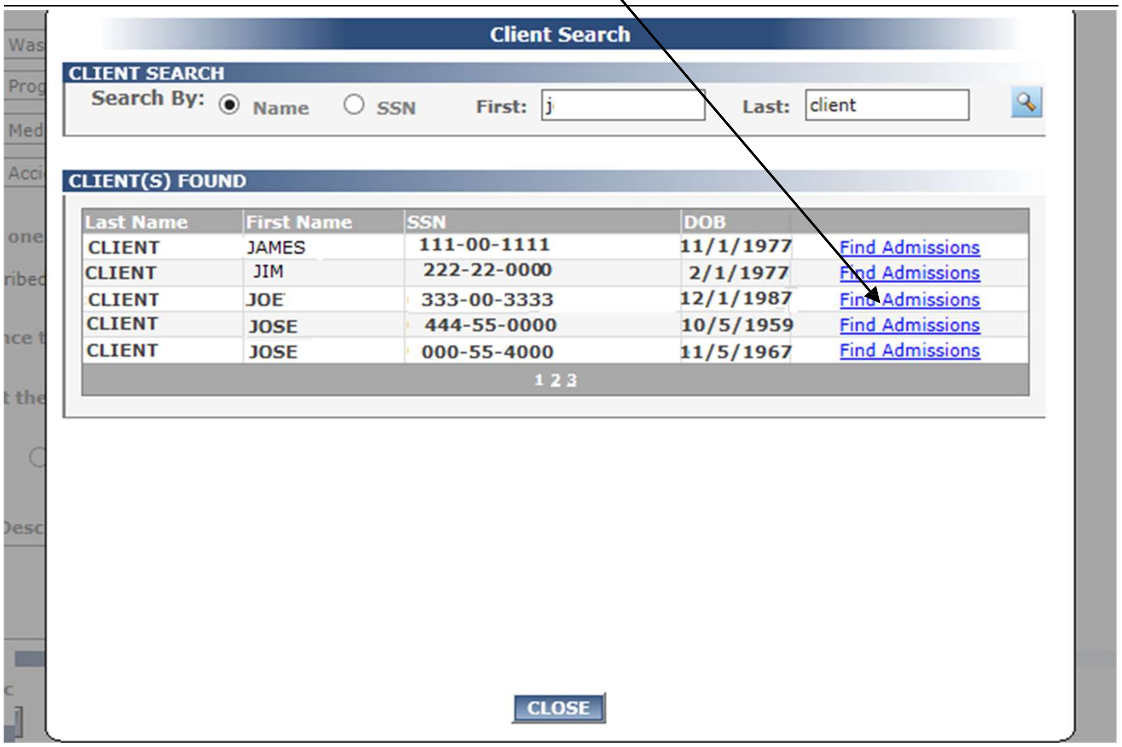
*If the client is not found, **No clients found…**will display. Confirm that the correct name has been entered in the search fields and search again. If the client is still not found, confirm that the client has been admitted in the DDaP or WITS application. Select the **CLOSE** button to close the window.*

IMPORTANT: If you have followed the steps above and still cannot find the client, please call Chrishaun Jackson at 860-418-6912 for assistance.

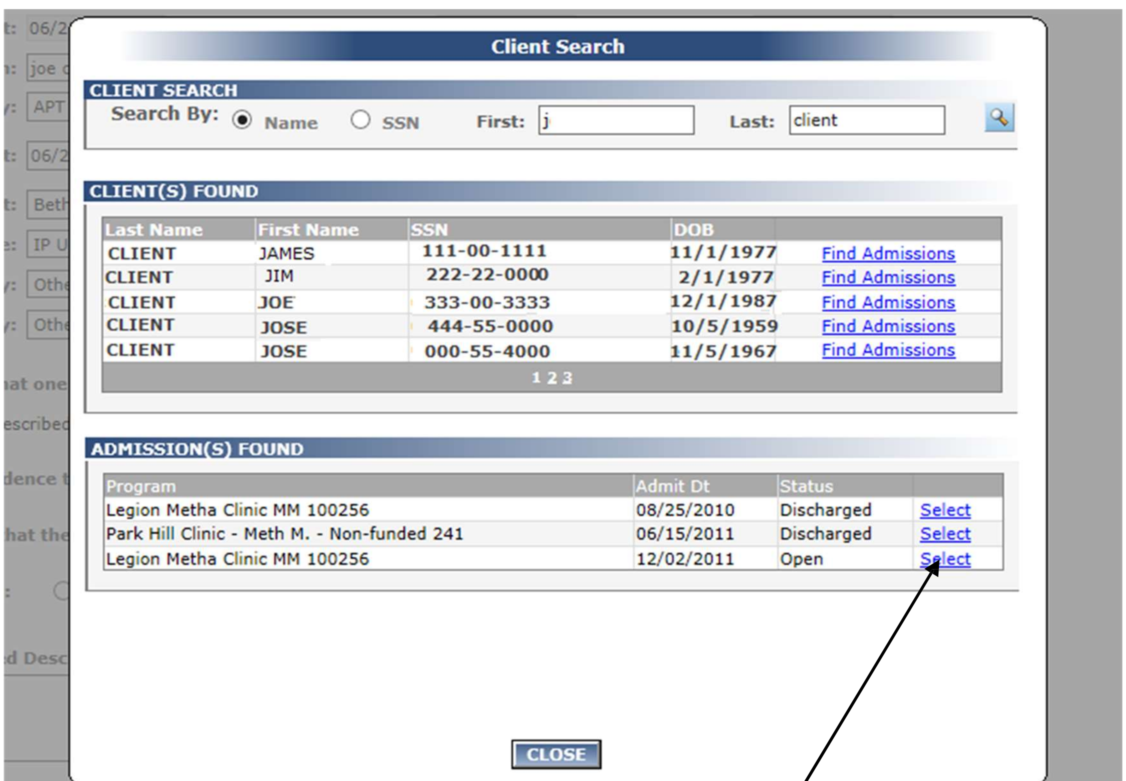
5. If clients are found, a listing of clients will display based on the search criteria entered.

6. If the client does not display on the first page, select the page numbers in the bar below the client list to go through the pages and find the client. (In this example, select 2 or 3 to go to the next pages of clients found.)

7. Select Find Admissions for the desired client.



8. The **ADMISSION(S) FOUND** grid will display with the admissions for the client.



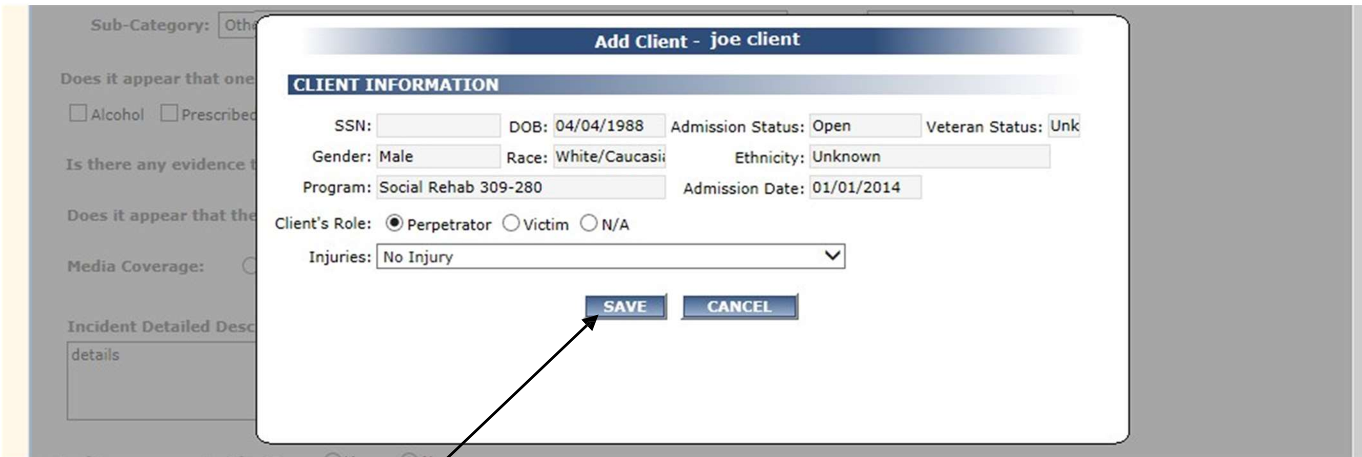
9. Select the appropriate admission from the **ADMISSIONS FOUND** grid.

10. The **CLIENT INFORMATION** window will display with client information and the **Client's Role** and **Injuries** fields to complete.

11. Click on the **Client's Role** (Perpetrator, Victim or N/A). ***(Required.)***

***Examples of Client's Role: Suicide** is **N/A**; **client falls** down stairs is **N/A** if the person simply falls – ('**Victim**' if **pushed**, '**Perpetrator**' if **did the pushing**)*

12. Select **Injuries** from the drop list. (Select 'No Injuries' if there were no injuries). ***(Required.)***



13. Select the **SAVE** button to save client information. (Select **CANCEL** to cancel and not save.)

14. The Client Information will display in the **PEOPLE** grid.

15. Select the Person Details button to view client information.

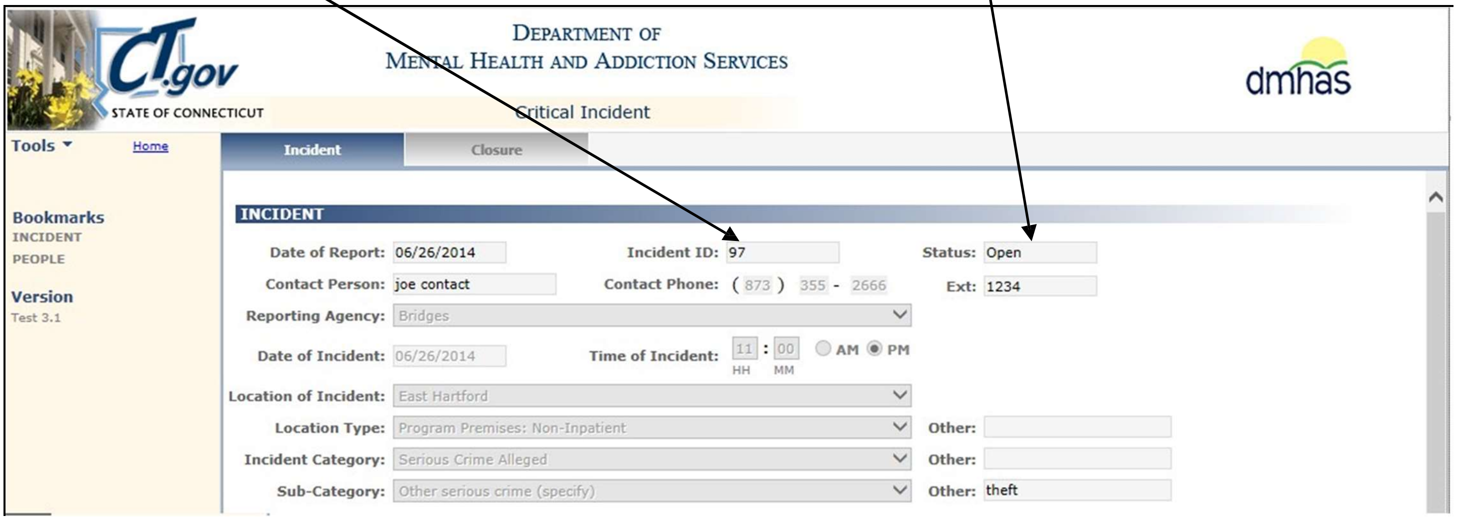
16. Select the delete button to delete, if necessary.

17. Select the **SAVE** button at the bottom of the screen to save the critical incident information. (Select **CANCEL** to cancel and not save.)

18. Error messages will display in **red** at the top of the screen if required data is missing once the **SAVE** button is selected. *(You may need to scroll up to view the message.)*

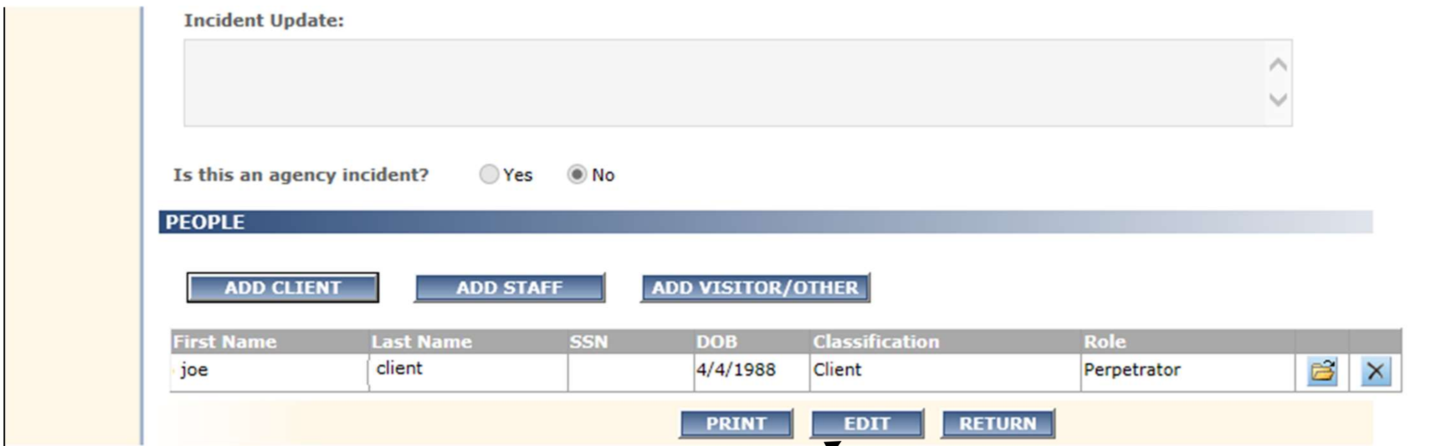
Email Alerts are automatically sent to selected recipients when an incident is 'Saved'.

19. The **Incident ID** will display and the incident will be in an **Open** Status once it is 'Saved'.



Note: It may be helpful to record the Incident ID on any paperwork that you keep regarding the incident

20. The Critical Incident data entered will display 'protected' and cannot be changed, with the exception of Incident Update, Roles and Injuries.



21. Select the **EDIT** button to add information to the **Incident Update** text box.

22. Select the **PRINT** button to print the Critical Incident information.

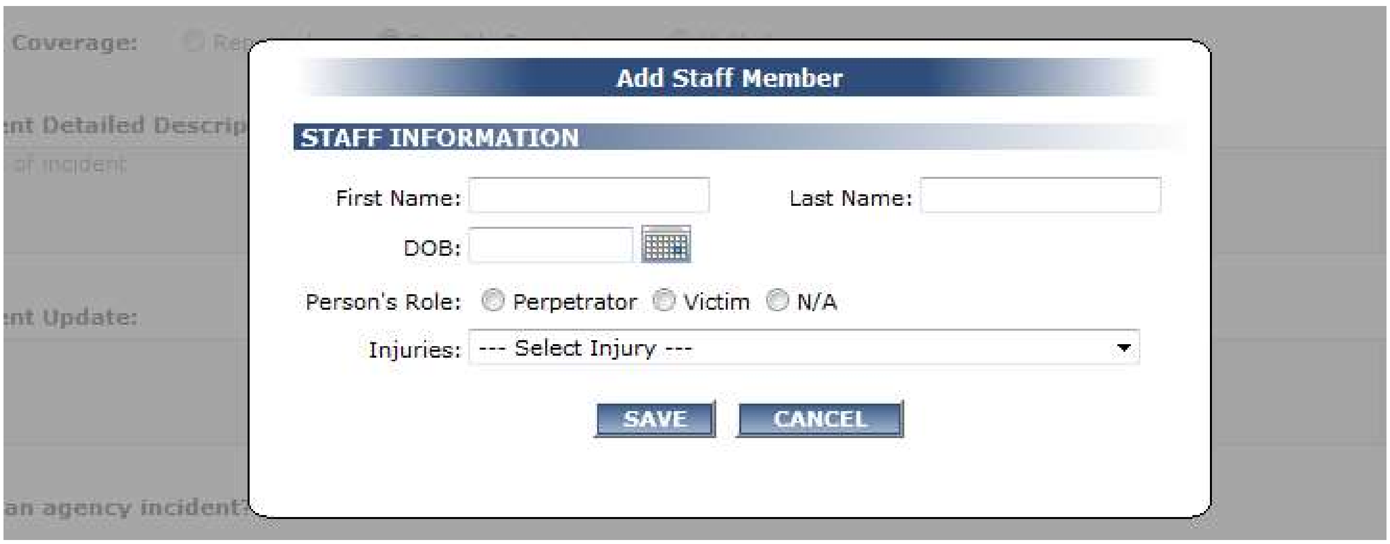
23. Select the **RETURN** button to go back to the **Existing Incidents** screen and enter or view another Critical Incident or to Log out of the CI application.

ADD STAFF TO AN INCIDENT

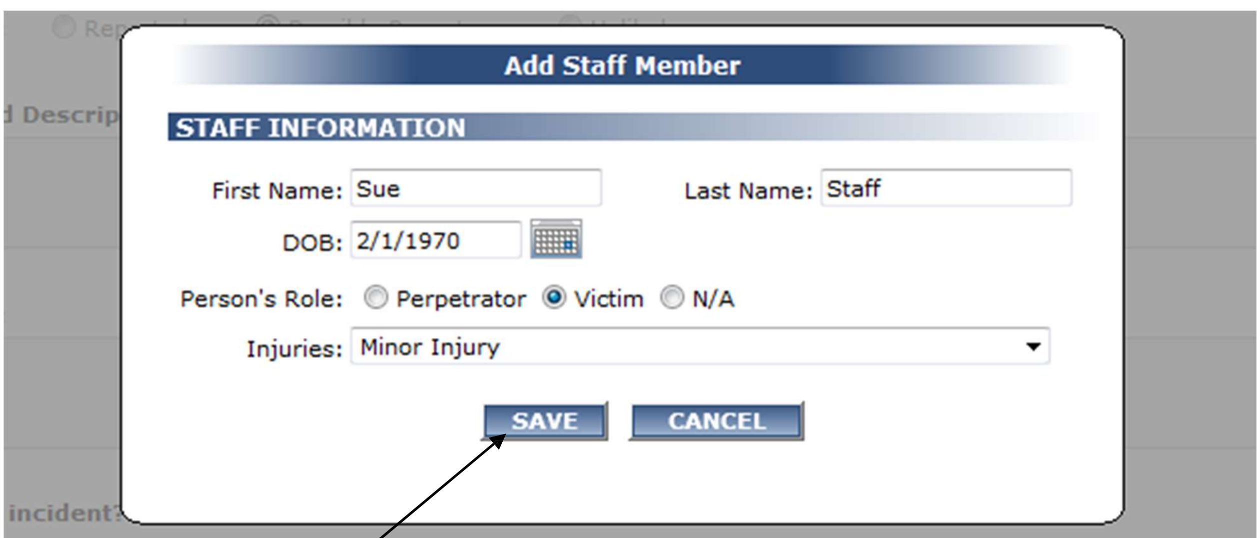
If a Staff Member is involved in an incident, Staff Information needs to be added to the incident.

1. Select the **ADD STAFF** button under **PEOPLE**.

2. The **STAFF INFORMATION** window will display.

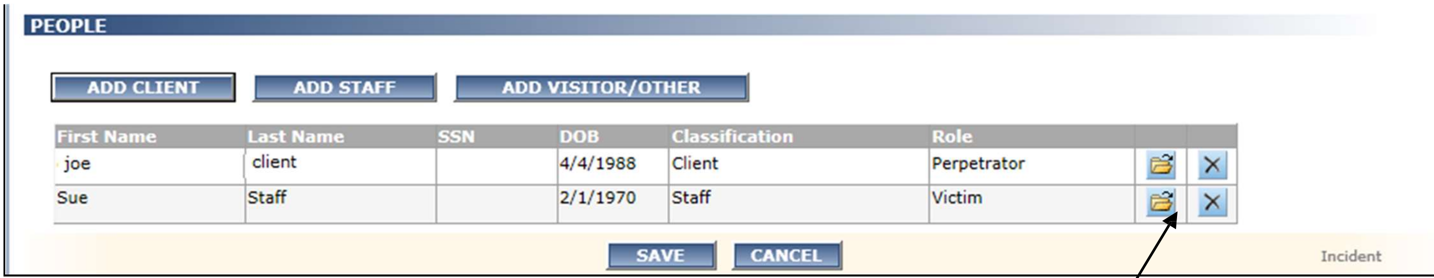


3. Enter the Staff information. ***First Name, Last Name, Person's Role and Injuries are required fields. DOB is optional.***

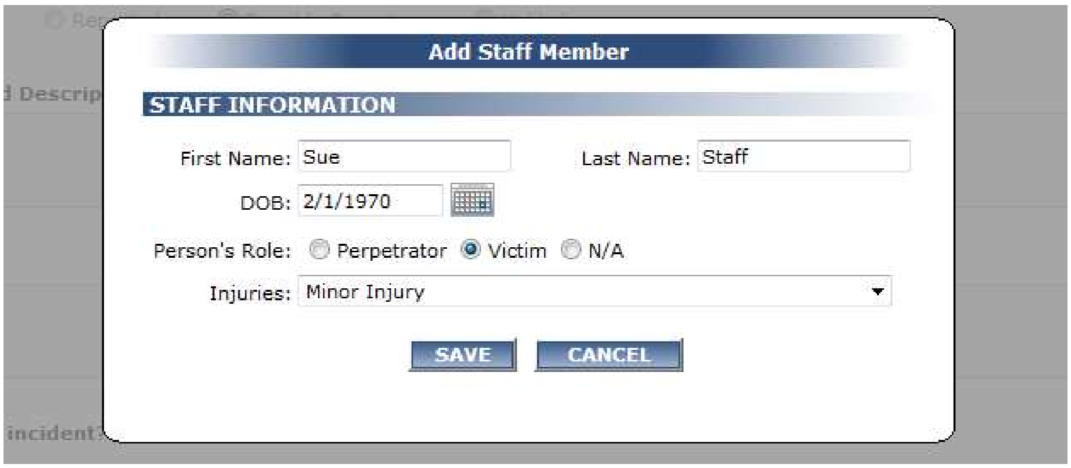


4. Select the **SAVE** button to save staff information. (Select **CANCEL** to cancel and not save.)

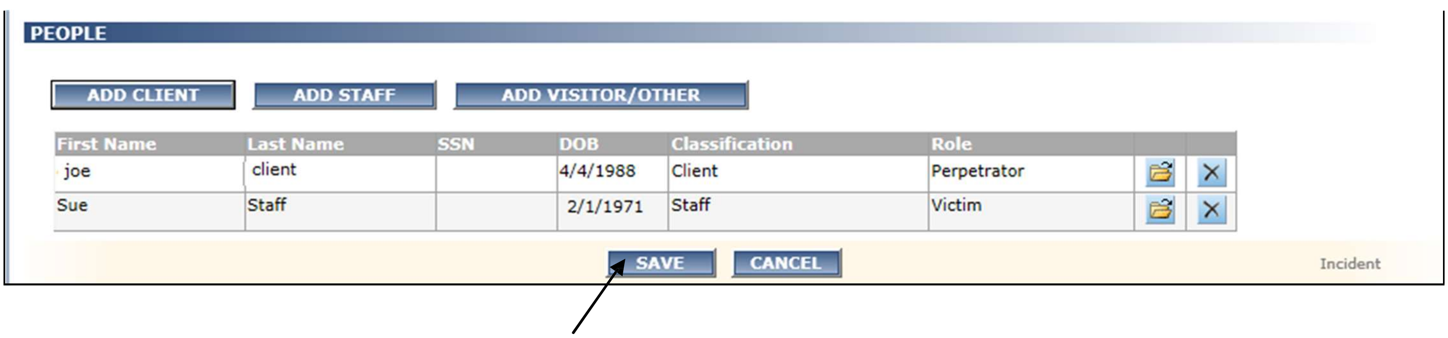
5. The Staff Information will display in the **PEOPLE** grid



6. To view or update Staff Information, select the Person Details button in the **PEOPLE** grid. (Select the delete button to delete, if necessary.)



7. Make the appropriate changes and select the **SAVE** button.
8. The updated Staff Information will display in the **PEOPLE** grid. (Example: DOB change)



9. If the **SAVE** button at the bottom of the screen has not been selected, select it to save the critical incident information. (Select **CANCEL** to cancel and not save.)

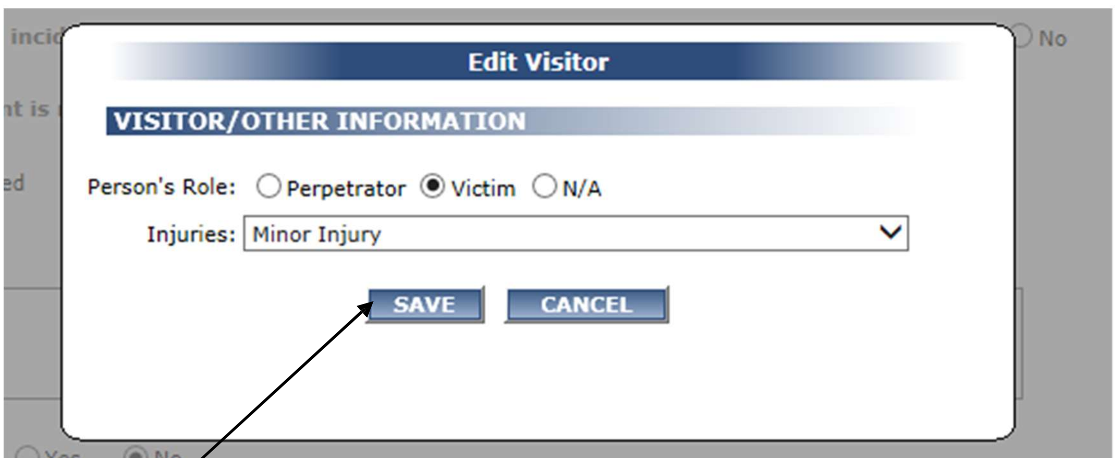
Note: Once the incident is closed, only a CI Admin can change 'People' Information.

ADD VISITOR/OTHER TO THE INCIDENT

If a Visitor or Other person is involved in an incident, Visitor/Other Information need to be added to the incident.

1. Select the **VISITOR/OTHER** button.

2. The **VISITOR/OTHER INFORMATION** window will display.
3. Select the **Person's Role**. ***Required.***
4. Select the **Injuries** from the drop list. ***Required.***



5. Select the **SAVE** button. (Select **CANCEL** to cancel and not save Visitor/Other Information.)
6. The Visitor/Other Information will display in the **PEOPLE** grid.

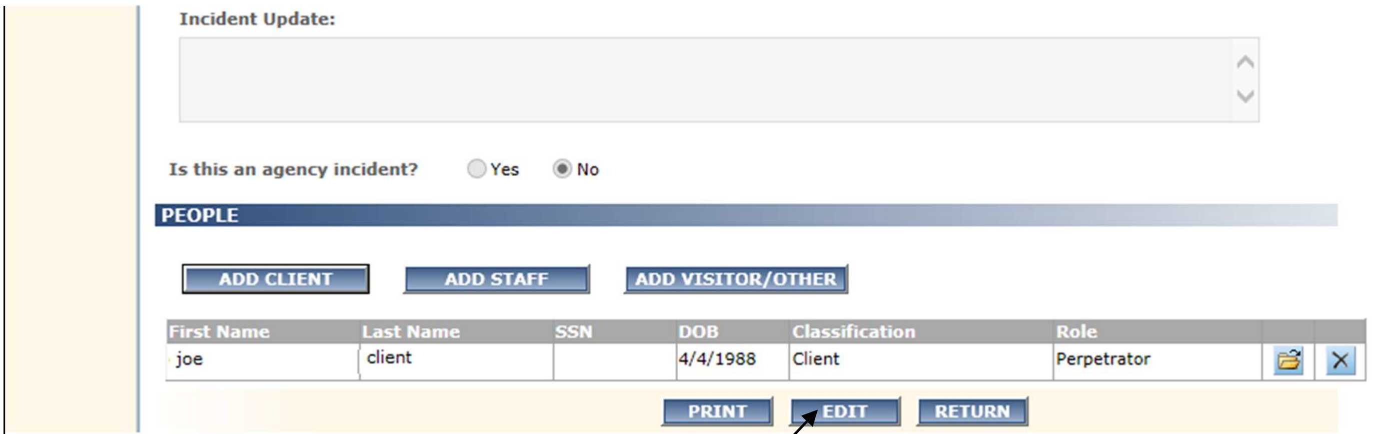
7. Select the **SAVE** button to save the Incident screen information. (Select **CANCEL** to cancel.)
8. To view Visitor/Other Information, select the Person Details button in the grid. (Select the delete button to delete, if necessary.)
9. Add additional Clients, Staff or Visitor/Others as needed by selecting the 'ADD' buttons.

HOW TO UPDATE INFORMATION

NOTE**: As a CI User, once you have entered all of the CI data and you select the SAVE button, you cannot change the data (with the exception of Incident Update and 'People' Roles and Injuries). Be sure that all of the data entered on the Incident screen is correct at the time before you select the SAVE button. Only CI Administrators can make changes to the Incident screen after the SAVE button has been selected.***

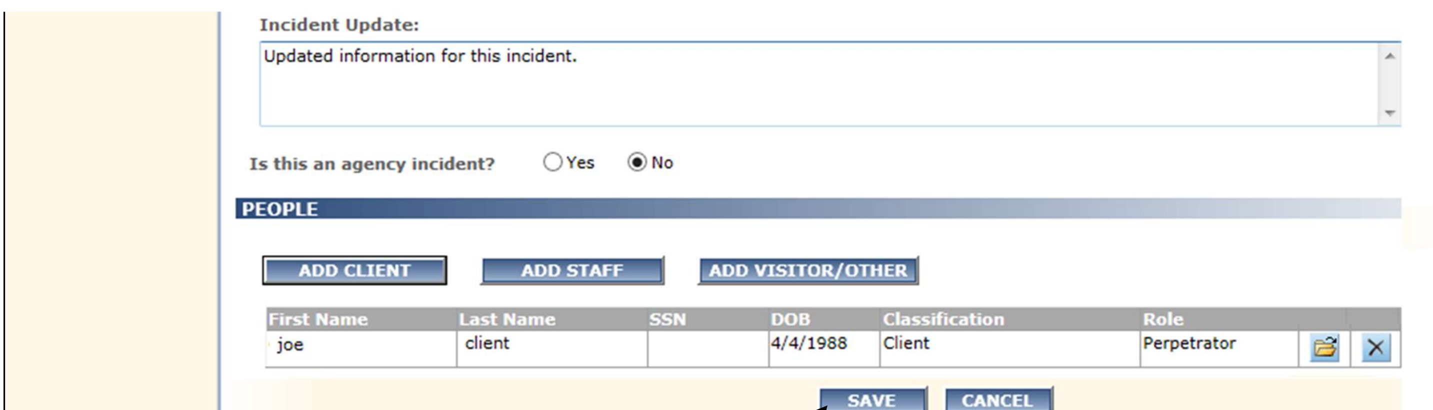
*Once an incident has been Saved, a CI User can add information to the **Incident Update** text box and change a **Role** or **Injuries**.*

ADD INFORMATION TO INCIDENT UPDATE



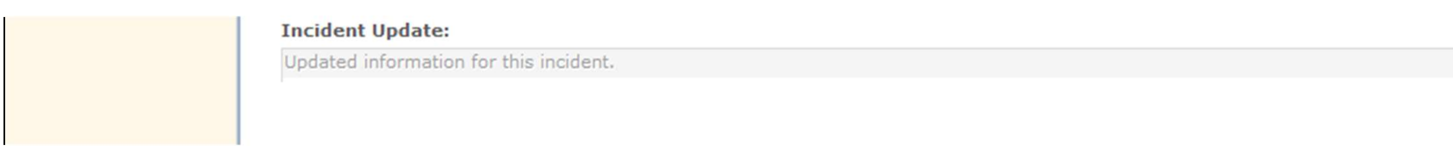
1. To add information to the **Incident Update** text box, select the **EDIT** button.

2. The **Incident Update** text box will become enabled and the user can enter information.



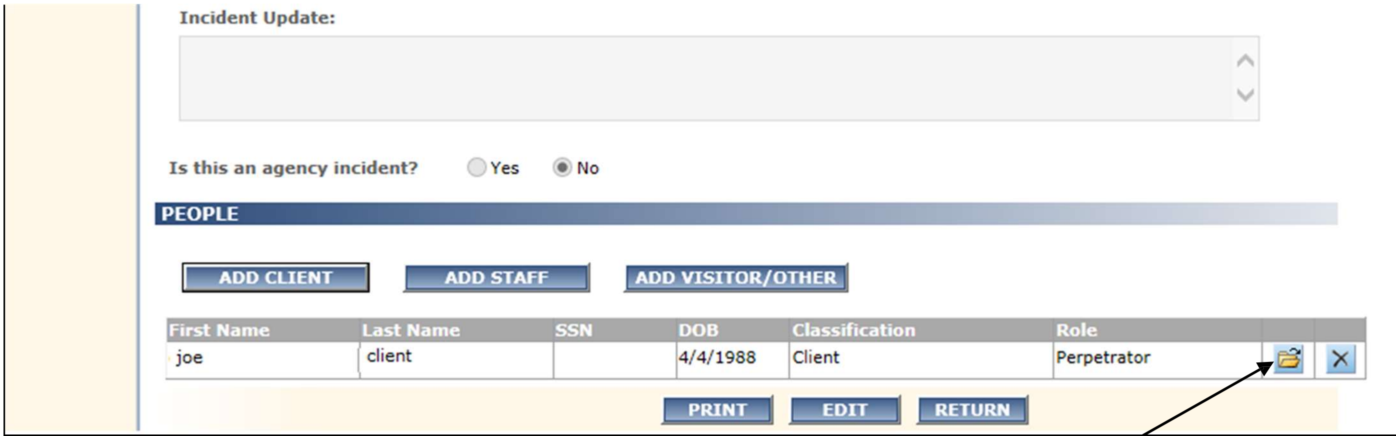
3. Select the **SAVE** button to save the updated information. (Select **CANCEL** to cancel Update.)

4. The **Incident Update** information will display 'Saved'.



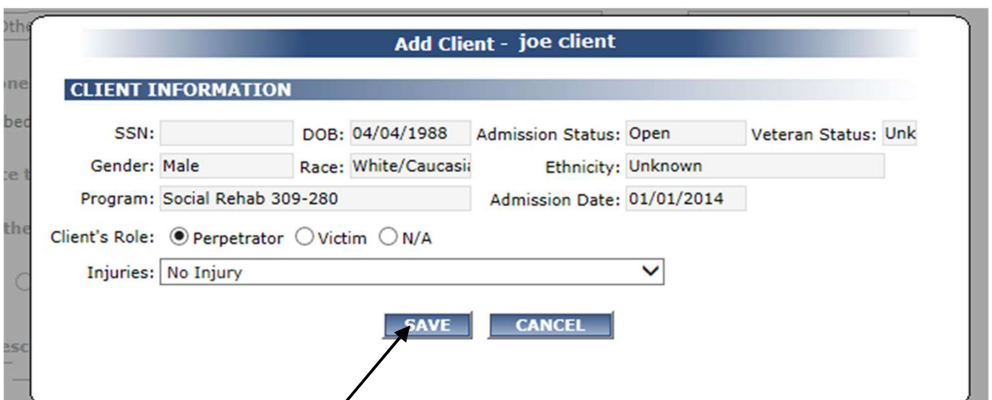
CHANGE ROLES AND INJURIES

A CI User can change a **Client's Role** or **Person's Role** and **Injuries** for Clients, Staff or Visitor/Other.

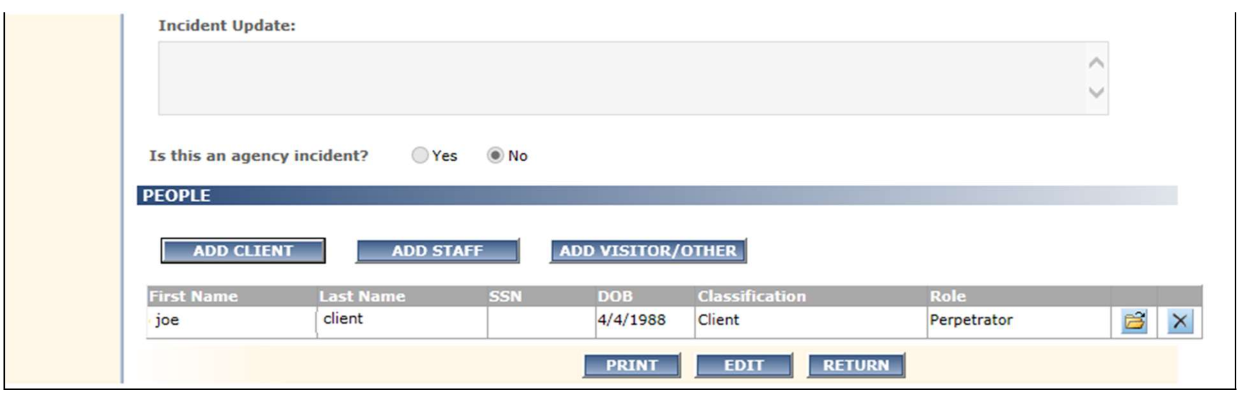


To change a Role and / or Injuries or view 'People' Information:

1. Select the Person Details button in the **PEOPLE** grid.
2. The **CLIENT INFORMATION** window will display to view or update as needed.
3. Make the appropriate selections for the **Role** and / or **Injuries**.



4. Select the **SAVE** button. (Select **CANCEL** to cancel and not save the client information.)

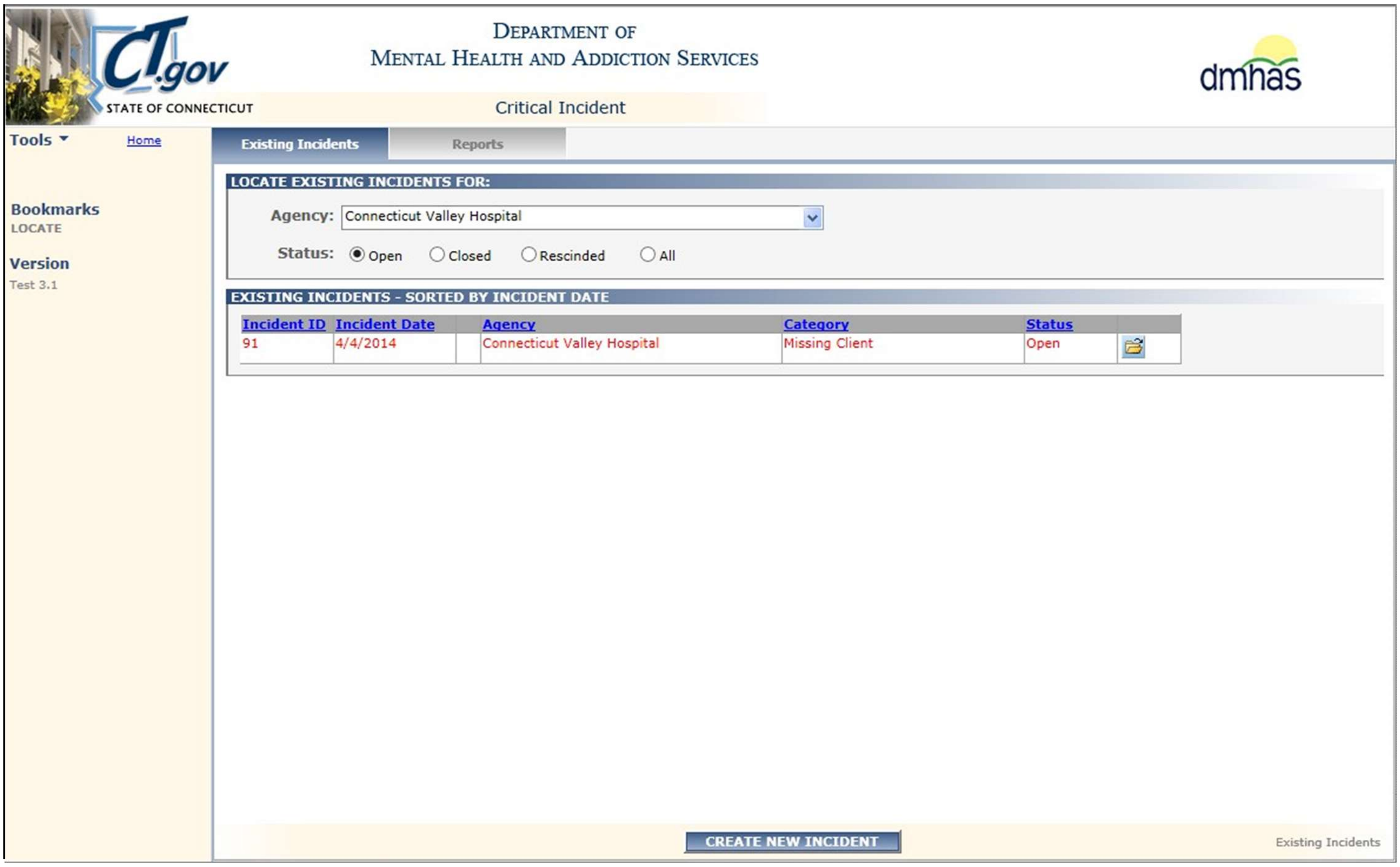


5. The Incident screen will display.

Once the incident is closed, only a CI Admin can delete or change 'People' Information.

OVER DUE INCIDENTS

If an incident is Open for more than 60 days, it will display in **red** in the **Existing Incidents** grid. *Incidents should be closed within 60 days of being reported.*

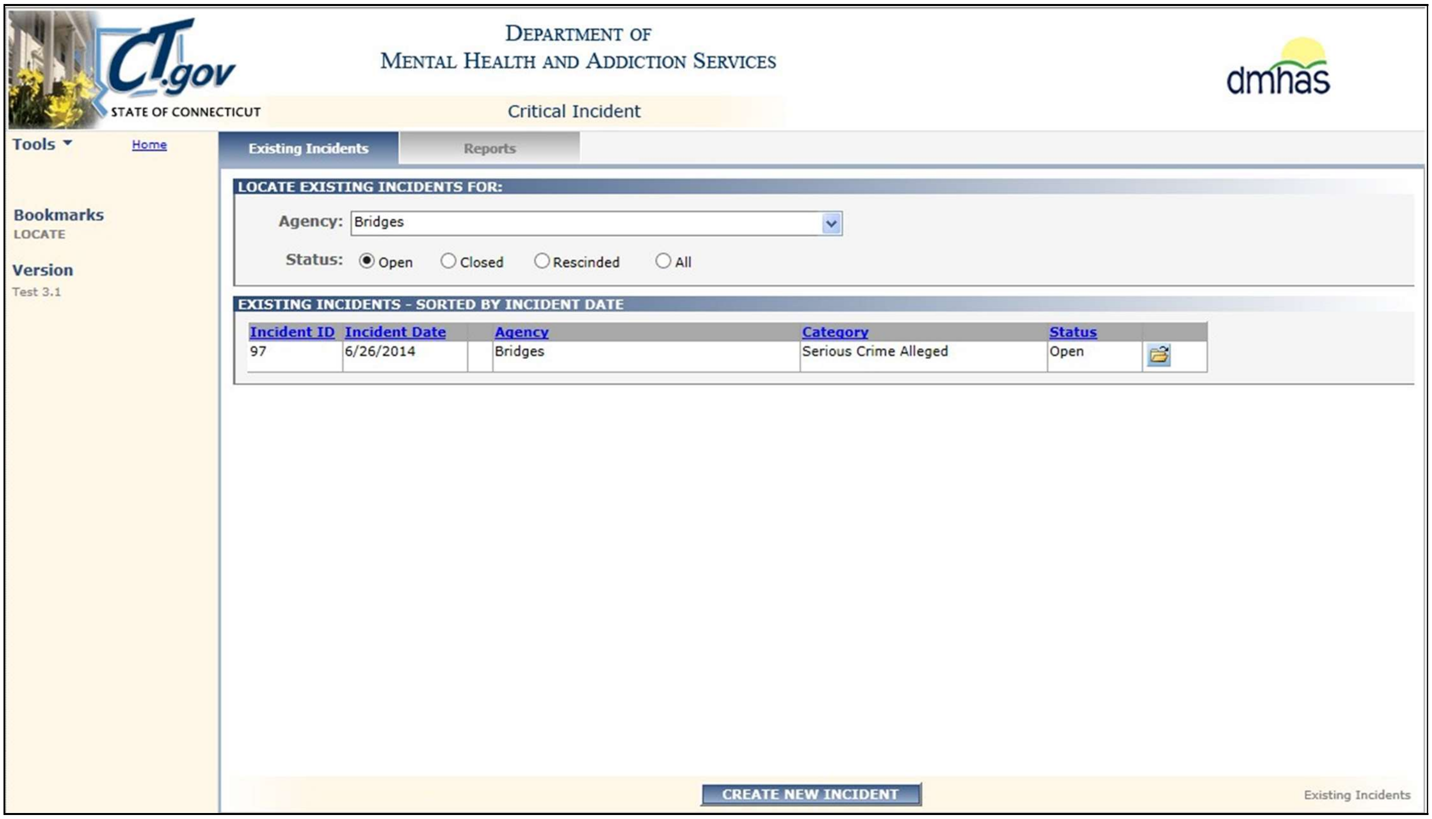


Refer to the next several pages for instructions on how to close an incident.

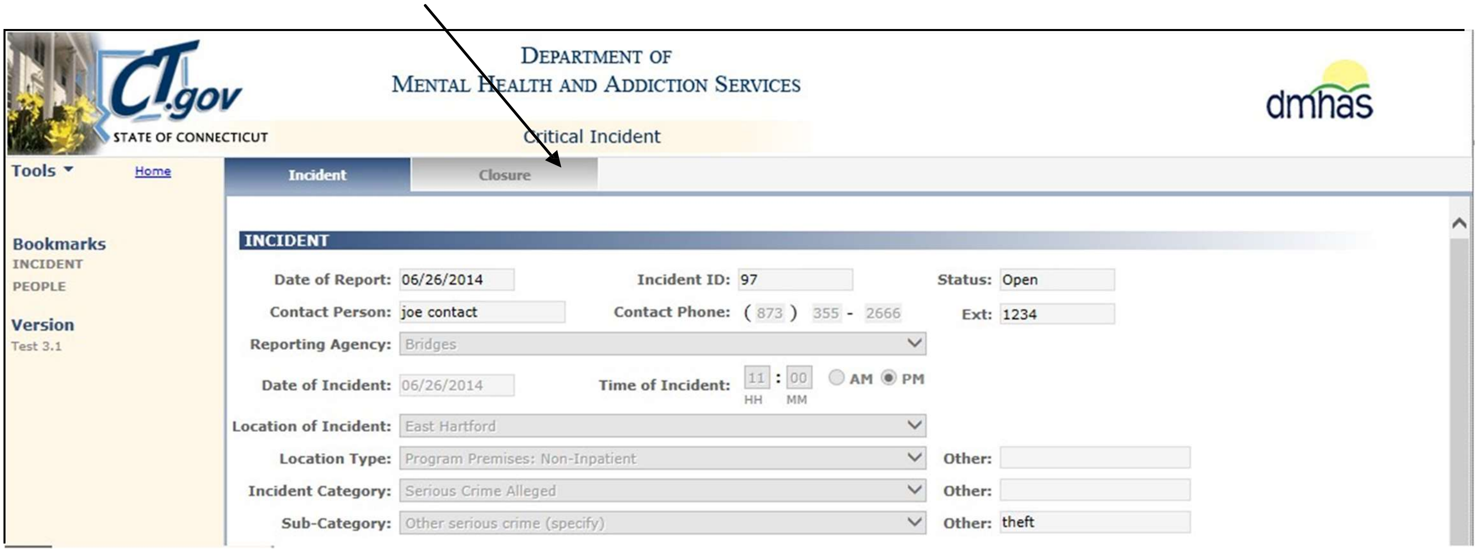
HOW TO CLOSE AN INCIDENT

Once the Incident has been reviewed, closure information should be entered and then the incident can be closed. All incidents should be closed within 60 days of reporting the Initial Incident.

1. To close an incident, search on the 'Open' incidents.

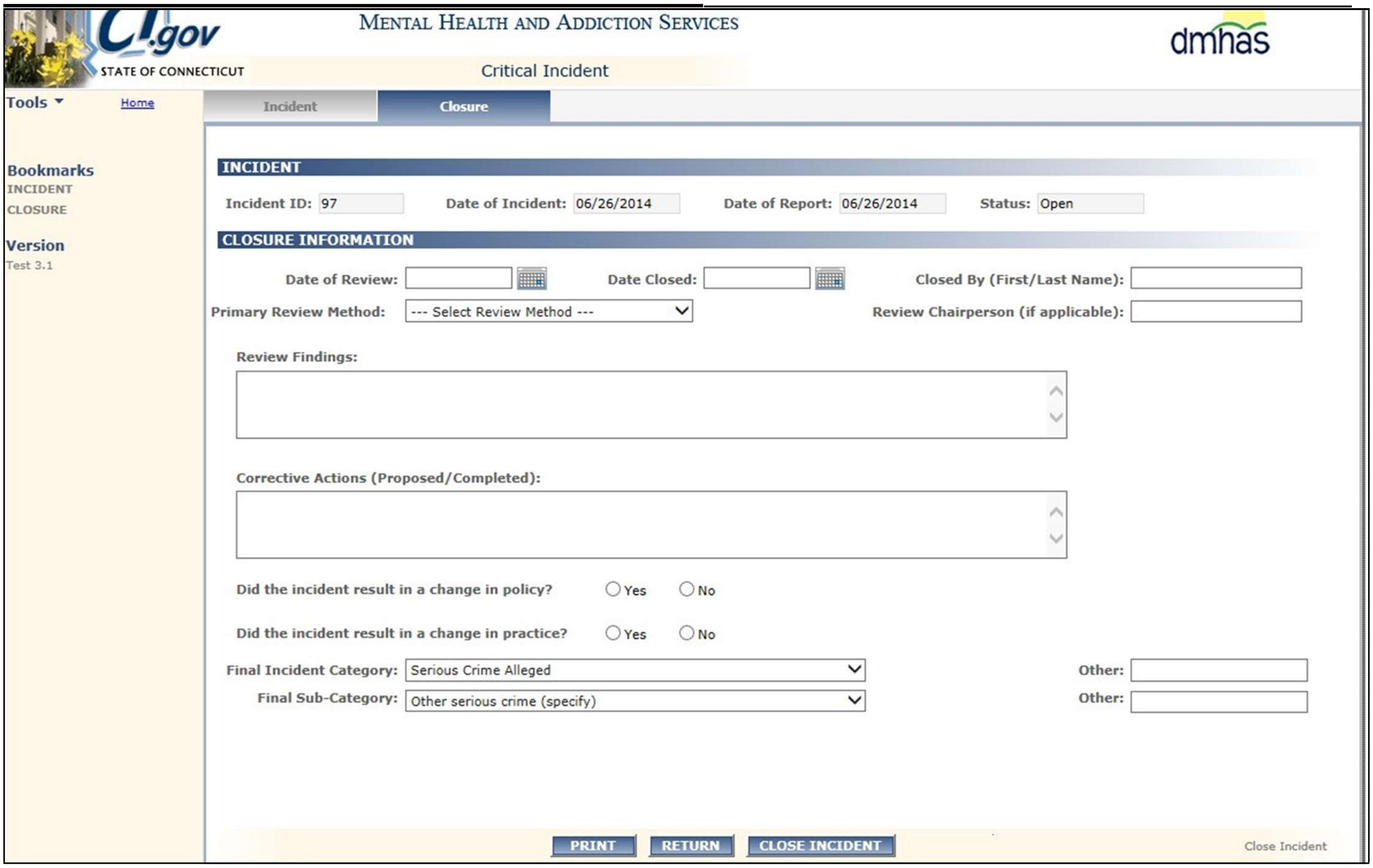


2. Select the 'Incident Details'  button next to the desired incident in the grid.
3. The **Incident** screen will display with the critical incident information.
4. Select the **Closure** tab in the Navigator bar.



CLOSURE SCREEN

The Incident ID, Date of Incident and Date of Report will display pre-filled and cannot be changed.



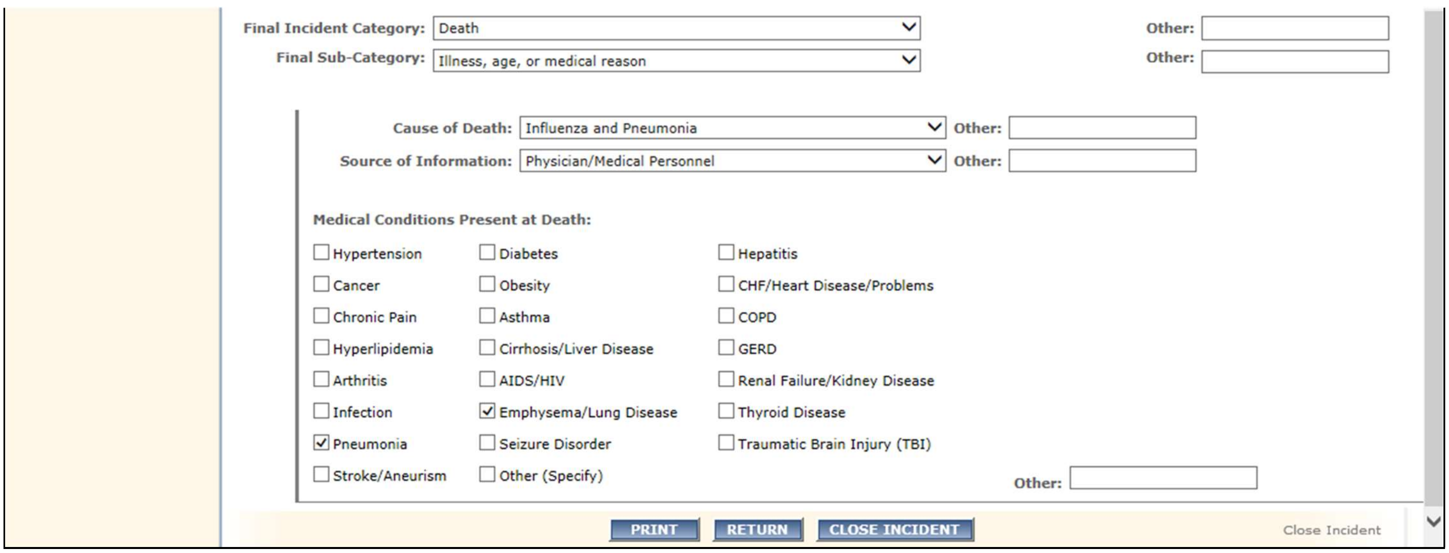
6. Complete the **CLOSURE INFORMATION** data fields as noted below:

FIELD NAME	FIELD DESCRIPTION
DATE OF REVIEW	**REQUIRED.** Enter the date that the incident was reviewed in the correct MM/DD/YYYY date format or select the date from the calendar.
DATE CLOSED	**REQUIRED.** Enter the date that the incident was closed in the in the correct MM/DD/YYYY date format or select the date from the calendar.
CLOSED BY	**REQUIRED.** Enter the first name and last name of the person who closed the incident report.
PRIMARY REVIEW METHOD	**REQUIRED.** Select the Primary Review Method from the drop list.
REVIEW CHAIRPERSON	Enter the first name and last name of the person who chaired the review, if applicable.
REVIEW FINDINGS	Enter the findings from the review in the text box field.
CORRECTIVE ACTIONS PROPOSED / COMPLETED	Enter any corrective actions proposed and/or completed in the text box.

Closure Information Data Fields and Descriptions (Cont.)

FIELD NAME	FIELD DESCRIPTION
DID THE INCIDENT RESULT IN A CHANGE IN POLICY?	**REQUIRED.** Select 'Yes' or 'No'.
DID THE INCIDENT RESULT IN A CHANGE IN PRACTICE?	**REQUIRED.** Select 'Yes' or 'No'.
FINAL INCIDENT CATEGORY	**REQUIRED.** Select the Final Incident Category from the drop list.
OTHER FINAL INCIDENT CATEGORY	***This is required if Other is selected for the Final Incident Category.*** Enter the Final Incident Category in the Other text box.
FINAL SUB-CATEGORY	**REQUIRED.** Select the Final Sub-Category from the drop list.
OTHER INCIDENT SUB-CATEGORY	***This is required if Other is selected for the Incident Sub-Category.*** Enter the Incident Sub-Category in the Other text box.

7. If the **Final Incident Category** is **Death**, the **Cause of Death**, **Source of Information** and **Medical Conditions Present at Death** fields will display on the screen.

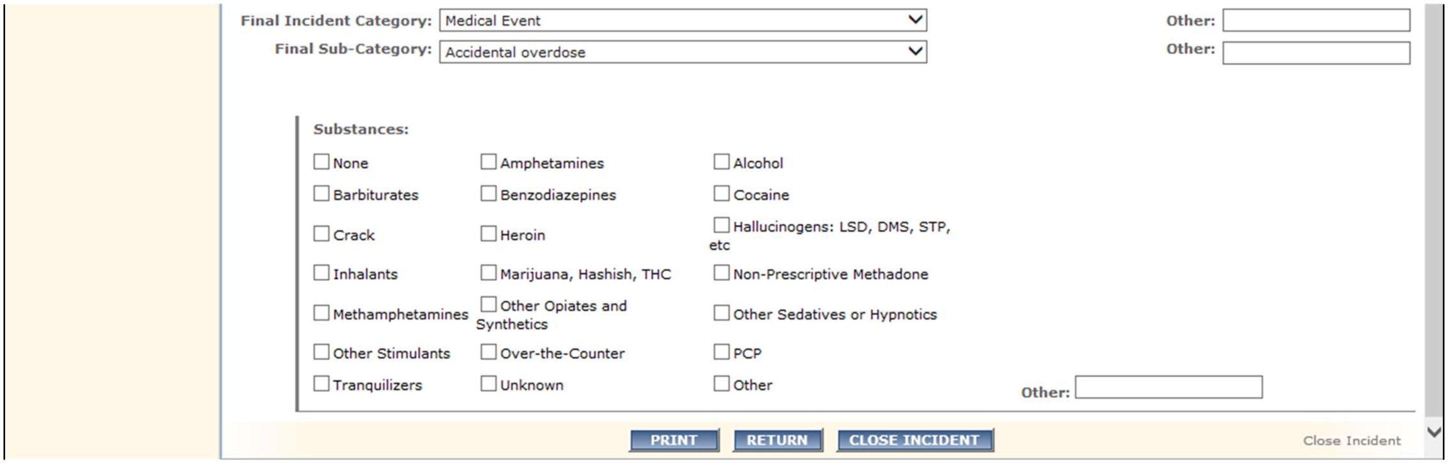


8. Complete the **CLOSURE INFORMATION** data fields as noted below:

FIELD NAME	FIELD DESCRIPTION
CAUSE OF DEATH	***This is required if Final Incident Category is Death.*** Select the **Cause of Death** from the drop list.
SOURCE OF INFORMATION	***This is required if Final Incident Category is Death.*** Select the **Source of Information** from the drop list.
MEDICAL CONDITIONS PRESENT AT DEATH	Select any Medical Conditions present at Death if the Final Incident Category is Death.

9. Select the **CLOSE INCIDENT** button once all of the fields have been completed.

10. If the **Final Sub-Category** is **Accidental Overdose** (or **Accidental Overdose *(resulting in Death)***), a list of **Substances** will display on the screen.



11. Complete the **CLOSURE INFORMATION** data field as noted below:

FIELD NAME	FIELD DESCRIPTION
SUBSTANCES	Select the Substance or Substances that apply if the Final Sub-Category is Accidental Overdose or Accidental Overdose *(resulting in Death).*

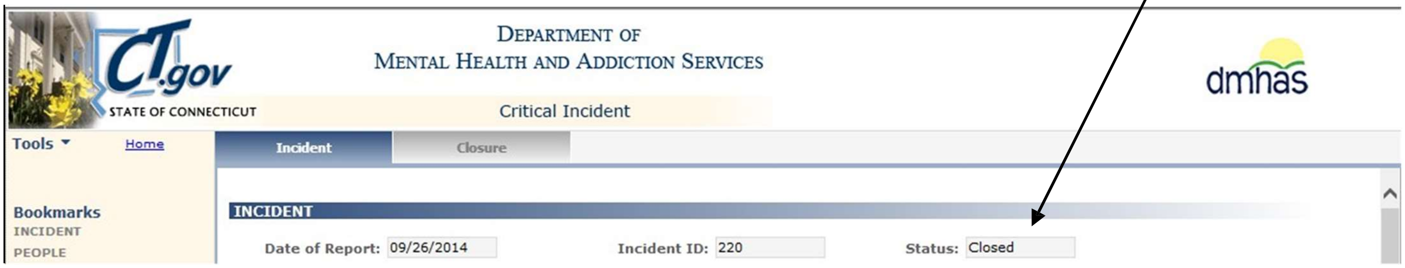
12. Once all of the Closure data has been entered select the **CLOSE INCIDENT** button at the bottom of the screen.

Error messages will display in ***red*** *at the top of the screen if required data is missing.*

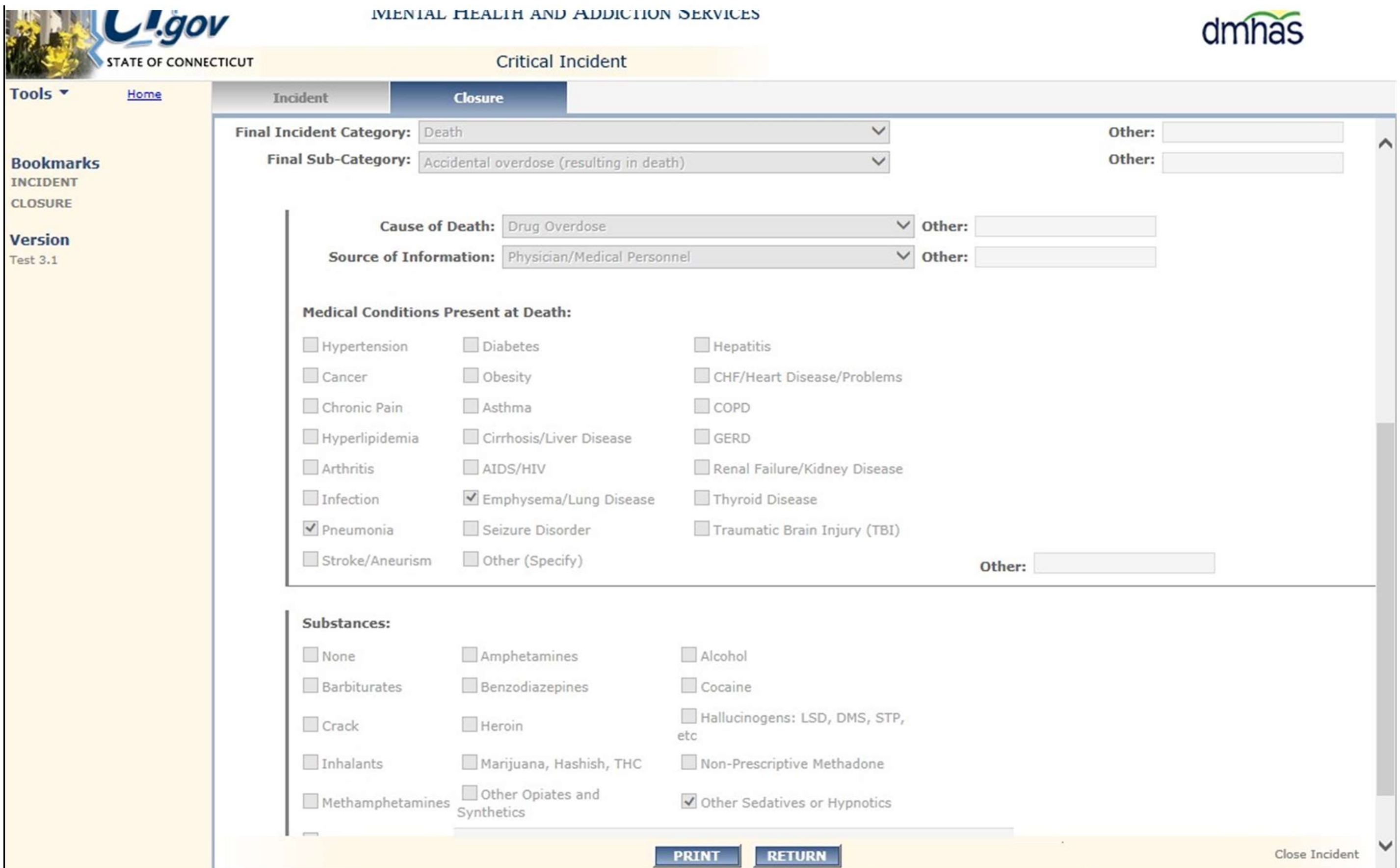
Email Alerts are automatically sent to selected recipients when an incident is closed.

NOTE: DATA <u>IS NOT SAVED UNTIL YOU SELECT THE CLOSE INCIDENT BUTTON</u>. IF YOU SELECT THE RETURN BUTTON OR THE INCIDENT SCREEN TAB BEFORE SELECTING THE CLOSE INCIDENT BUTTON, YOU WILL NEED TO RE-ENTER THE DATA ON THE CLOSURE SCREEN.

13. Once the **CLOSE INCIDENT** button is selected, the Status will display ‘**Closed**’.



14. The data fields will display protected.



15. Select the **RETURN** button to go back to the Existing Incidents screen and work on another Critical Incident.

16. Select the **PRINT** button to display the summary of the Incident.

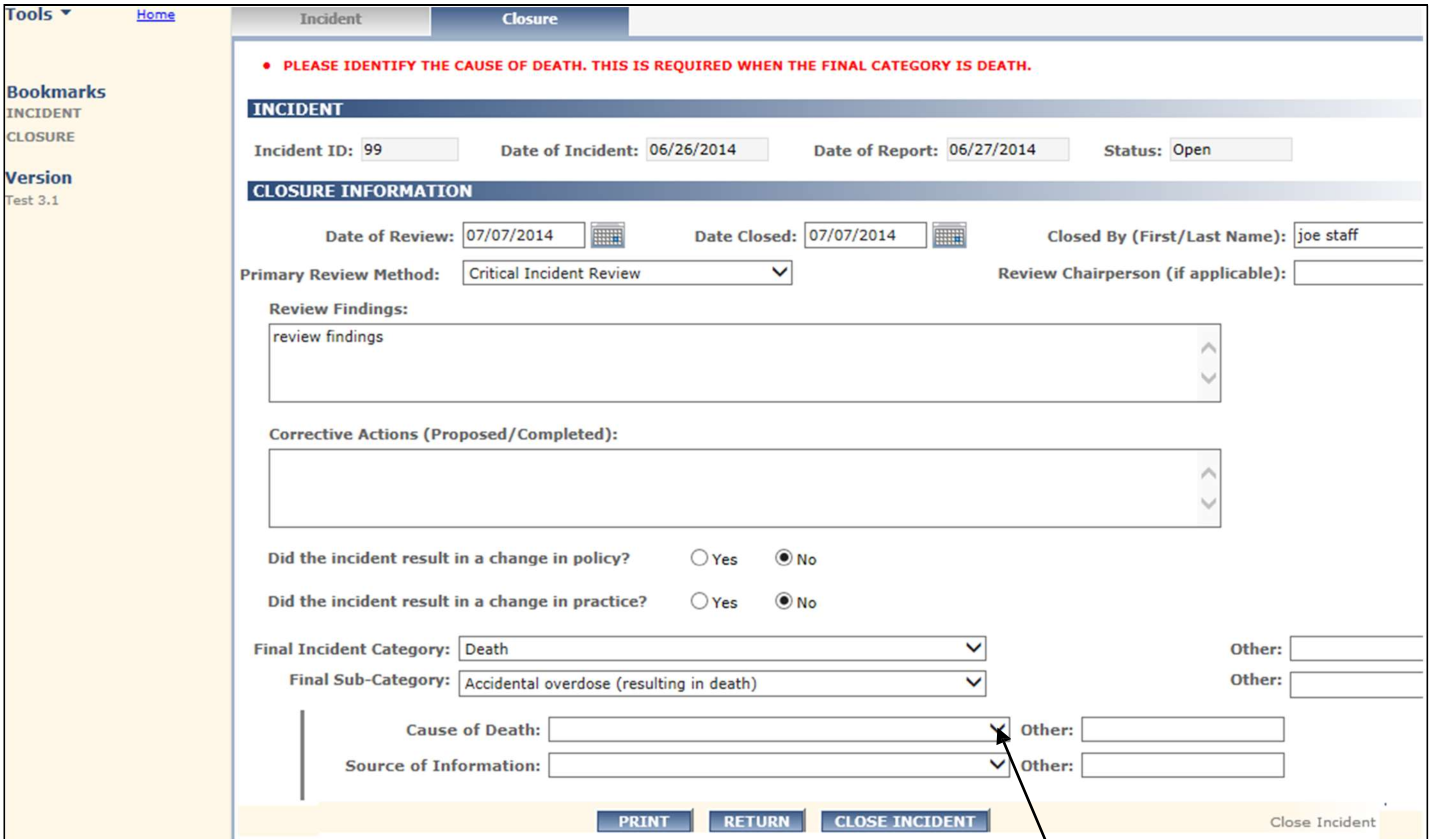
17. Select the ‘Print’ symbol  at the bottom of the summary to print the report.

See a sample report toward the end of this guide.

18. Select the **Home** link on the Side Bar to return to the Provider Suite of Applications and select **Log out** to log out of the CI application.

INCIDENT CATEGORY OF DEATH

If the Final Incident Category is **Death**, the **Cause of Death** and **Source of Information** fields will display. If the **CLOSE INCIDENT** button is selected before these fields are completed, an error message will display in **red** at the top of the screen.



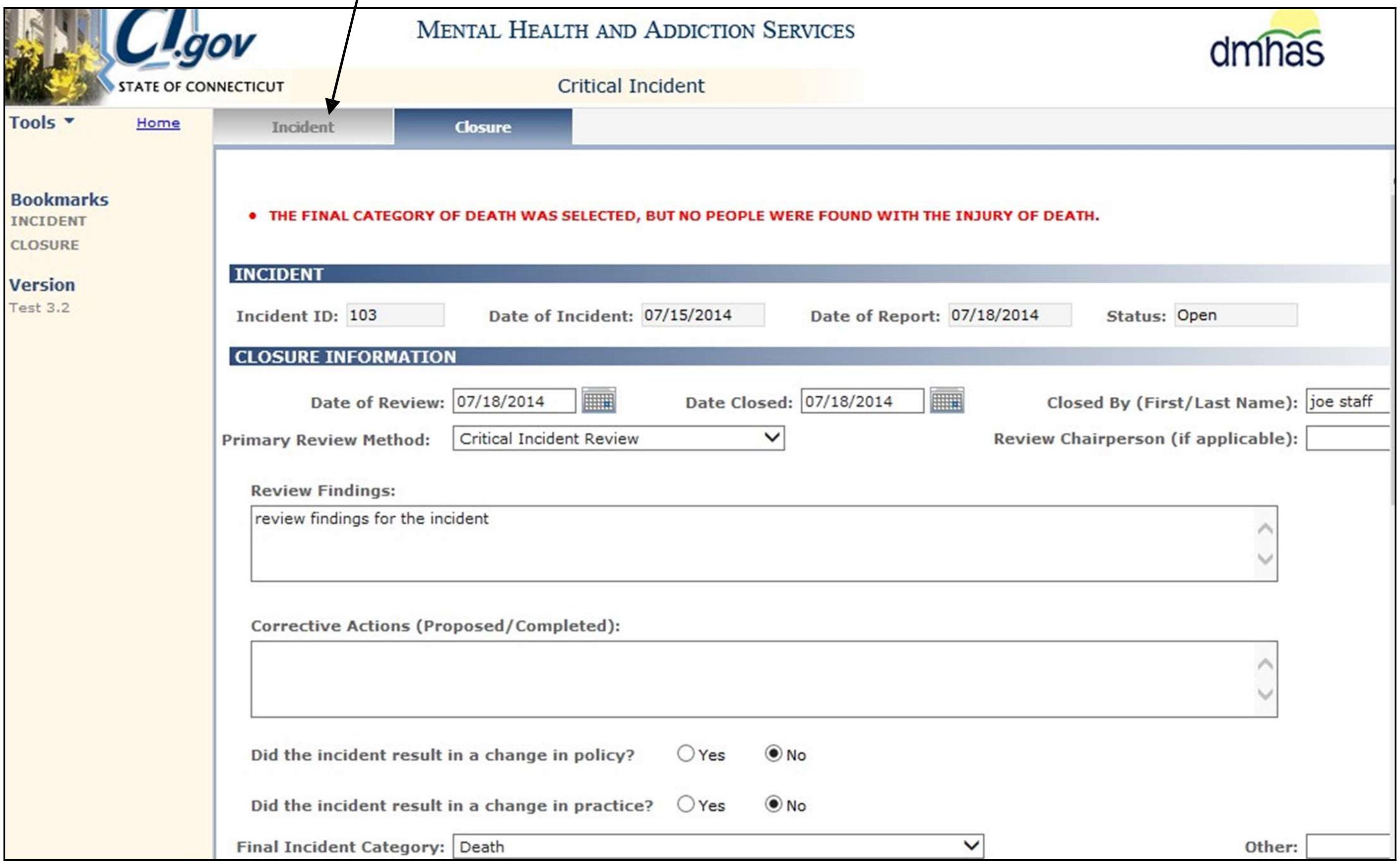
To remove the error and close the incident, do as follows:

1. Select the **Cause of Death** and the **Source of Information** from the drop lists.
2. Complete any remaining required fields.
3. Select the **CLOSE INCIDENT** button.
4. The incident will display with a Status of **Closed**.

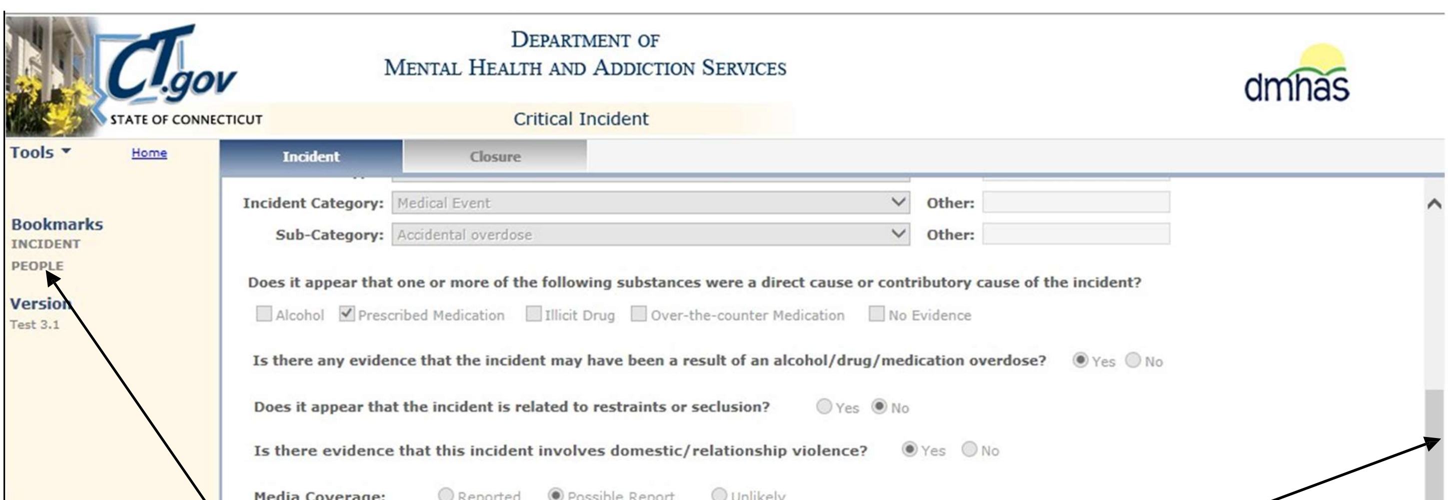
If an incident is opened with a category other than Death and the Final incident Category changes to **Death** at the time of closure, the Injuries in Client Information must be updated to 'Death' or an error message will display in **red**.

*To change the Injuries to **Death**, do as follows*:

1. Select the **Incident** tab at the top of the screen.

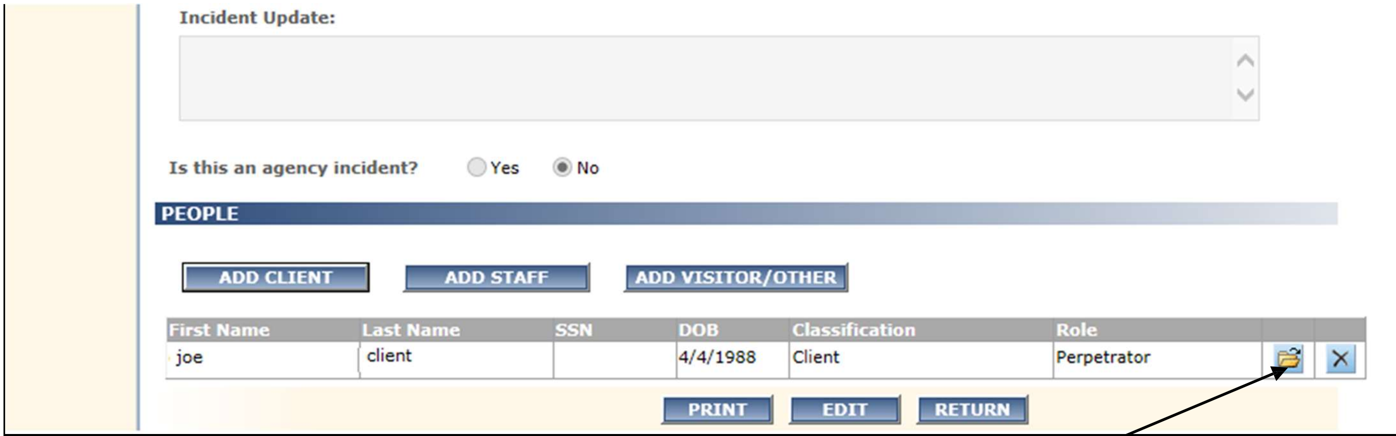


2. The **Incident** screen will display.



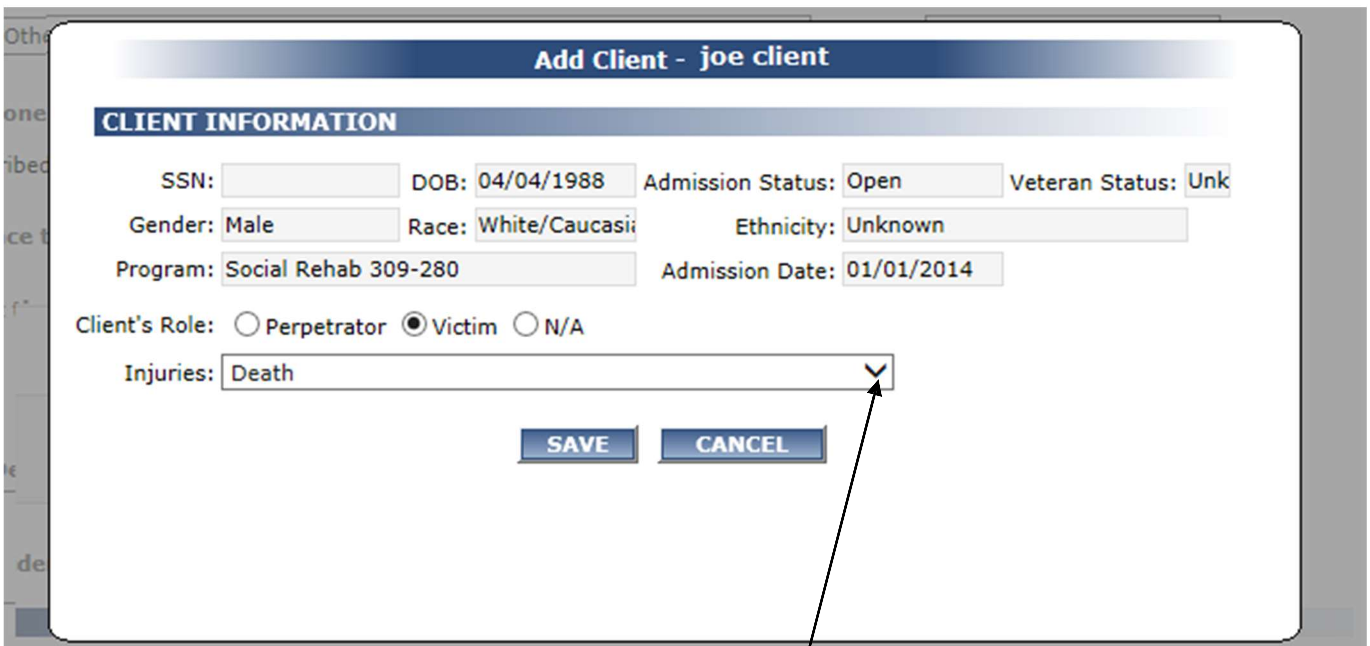
3. Select the '**PEOPLE**' Bookmark on the Side Bar or select the scroll bar.

4. The **PEOPLE** section of the screen will display.



5. Select the Person Details button in the grid next to the client whose injury needs to be changed to Death.

6. The **Add Client** screen will display.



7. Select the **Injuries:** drop list and change it to 'Death'.

8. Select the **SAVE** button.

9. Select the **Closure** tab in the Navigator bar.

Any data that was added before the error message displayed will need to be re-entered.

10. Complete the **Closure** screen fields accordingly.

11. Select the **CLOSE INCIDENT** button.

12. The incident will display with a Status of **Closed**.

CRITICAL INCIDENT SUMMARY REPORT

Critical Incident Summary

Date of Report: 9/01/2014 **Incident ID:** 210 **Status:** Open

Reporting Agency: CIProvider

INCIDENT

Contact Person: joe contact **Contact Phone:** (886) 775-5133

Region: Region 2

Date/Time of Incident: 09/01/2014

Location of Incident: Ansonia **Other:**

Location Type: Community

Incident Category: Missing Client **Other:**

Sub-Category: Missing person **Other:**

Does it appear that one or more of the following substances were a direct cause or contributory cause of the incident?

☐ Alcohol ☐ Prescribed medication ☐ Illicit drug ☐ Over-the-counter medication ☑ No evidence

Is there any evidence that the incident may have been a result of an alcohol/drug/medication overdose? ☐ Yes ☑ No

Does it appear that the incident is related to restraints or seclusion? ☐ Yes ☑ No

Is there evidence that this incident involves domestic/relationship ☐ Yes ☐ No

violence?Media Coverage: Possible Report

Is this an agency incident? ☐ Yes ☑ No

Incident Detailed Description: Details of incident belong here - example:

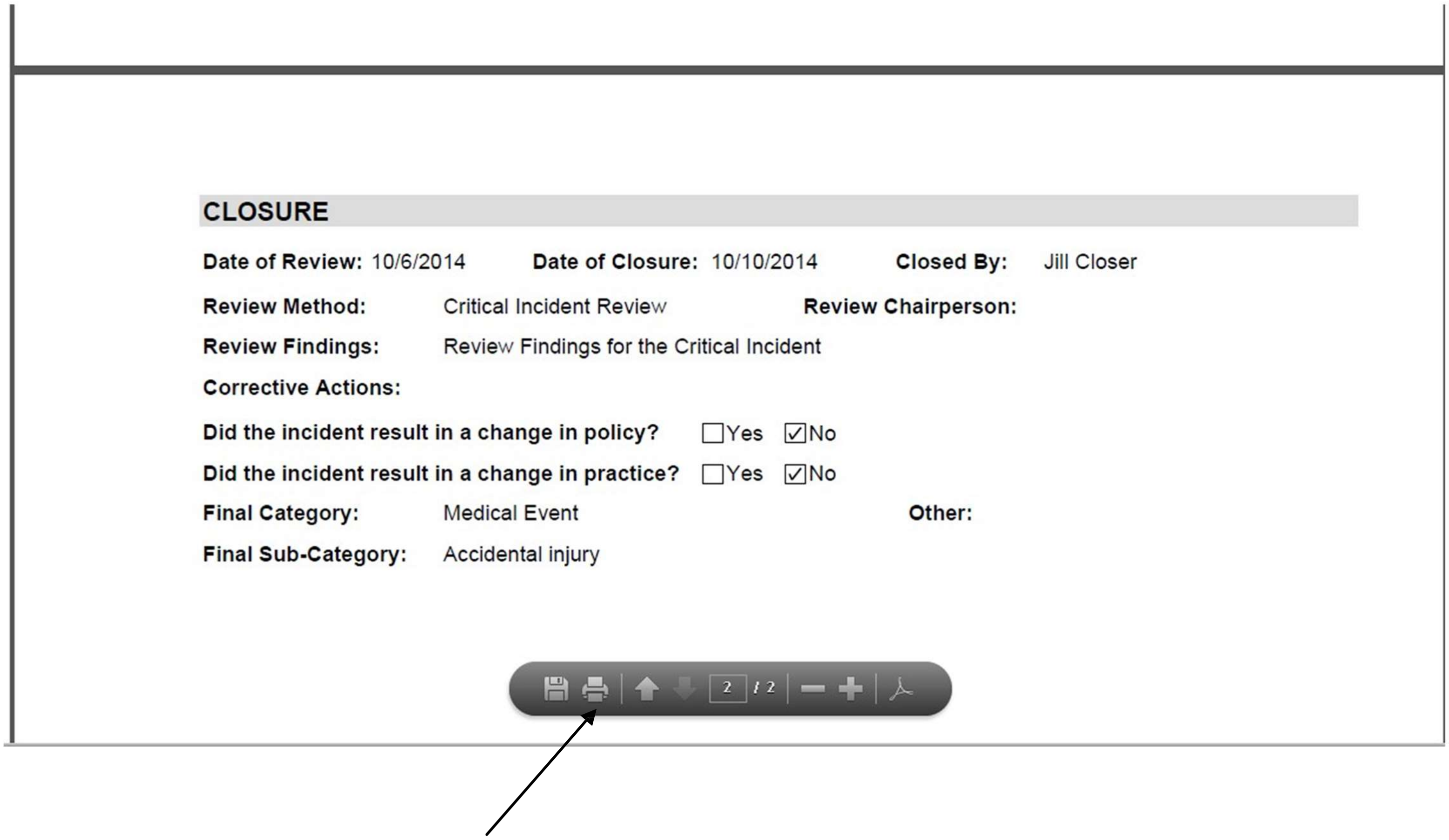
Client left program sometime between 1:00 -1:15 pm. Police were called. As of 5:00pm, client had not been found.

Incident Update: 9-02 - incident update: Client was found by police in the park and returned to the program at 10:30 am

PEOPLE

First Name:	Tom	**Last Name:**	Test	**Veteran Status:**	No
SSN: 101-01-0101		**DOB:**	04/04/1988	**Admission Status:**	Open
Gender:	Male	**Race:**	White/Caucasian	**Ethnicity:**	Non-Hispanic
Role:	N/A	**Classification:**	Client	**Admission Date:**	06/18/2014
Injuries:	Unknown				
Program:	CIProgram				

3. To **Print** the report, hold your mouse over the bottom of the report until the option bar displays.



3. Select the **Print Button**  symbol to print the report.

4. Select the up or down arrows  to scroll through the report.

5. Select the  symbols to view the font smaller or larger.

A sample report is displayed in this guide. Multiple pages may display for the Critical Incident Summary and People Information. The Closure information will display on a separate page

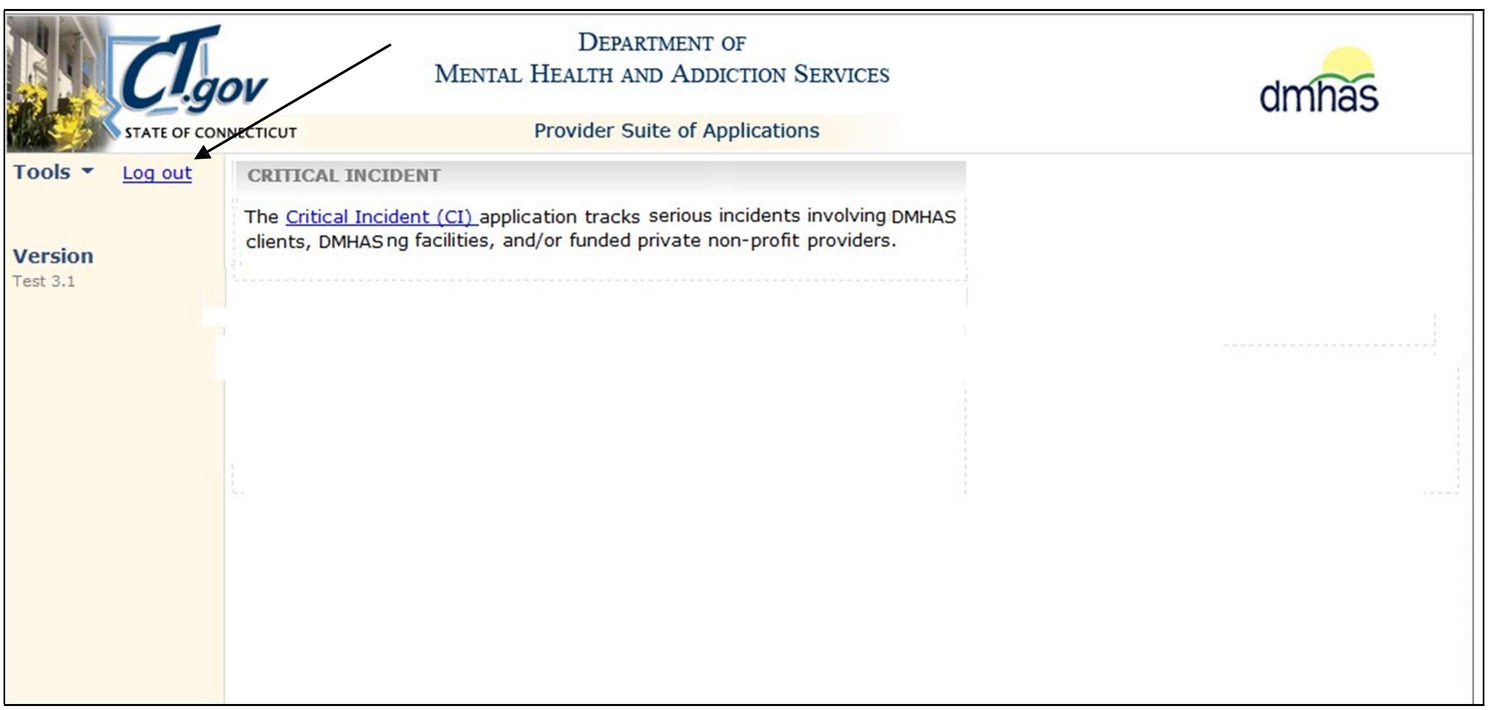
LOGGING OUT OF THE CRITICAL INCIDENT (CI) APPLICATION

When you are finished working in the Critical Incident (CI) Application, you must log out to ensure the confidentiality of the client data.

To Log out of the CI application, follow the steps below:

1. Click on the Home link on the Side Bar.

2. Once back on the Provider Suite of Applications screen, select Logout on the Side Bar.



3. Once back on the Log In screen, click on close (**X**) button on the upper right end of the screen.

TIPS FOR WRITING CRITICAL INCIDENT REPORTS

- ✓ Keep your description of the incident succinct.
- ✓ Describe the incident with only factual information; use only objective statements. Avoid writing your opinions, feelings or thoughts about the incident.
- ✓ When writing the incident description, avoid using consumer names or initials in the narrative.
- ✓ If an incident was reported to you, but you did not witness it, report only the information that was reported to you. If you do not know the date of the incident, use the date the incident was reported to you as the “date of incident,” and the time it was reported to you as the “time of incident.”

Modified with permission from
https://imaginecolorado.org/documents/uploads/Incident%20Report%20Instructional911113.pdf