



**Chapter:** Targeted Case Management

**Policy:** Incident Reporting

**Policy Number:** 5.10

**Effective Date:**

References: 10 CCR 2505-10 8.608.6

Office of Community Living Critical Incident Reporting System Technical Guide (2017)

Replaces Policy: X. A.

Prior Policy Date: 8/29/1990 Incident Reports

### **Policy**

1. Horizons shall have a written policy and procedure for the timely reporting, recording and reviewing of incidents which shall include, but are not limited to:
  - A. Injury to a person receiving services,
  - B. Lost or missing person receiving services,
  - C. Medical emergencies involving person receiving services,
  - D. Hospitalization of person receiving services,
  - E. Death of person receiving services,
  - F. Errors in medication administration,
  - G. Incidents or reports of actions by person receiving services that are unusual and require review,
  - H. Allegations of abuse, mistreatment, neglect or exploitation,
  - I. Use of safety control procedures,
  - J. Use of emergency control procedures, and
  - K. Stolen personal property belonging to a person receiving services.
  
2. Reports of incidents shall include, but not be limited to:
  - A. Name of individual reporting,
  - B. Name of person receiving services who was involved in the incident,
  - C. Name of individual(s) involved or witnessing the incident,
  - D. Type of incident,
  - E. Description of incident,
  - F. Date and place of occurrence,
  - G. Duration of incident,
  - H. Description of action taken,
  - I. Whether incident was observed directly or reported to the agency,
  - J. Name(s) of the individual(s) notified,
  - K. Follow-up action taken or where to find documentation of further follow-up, and
  - L. Name of the person responsible for follow-up.
  
3. Allegations of abuse, mistreatment neglect or exploitation, and injuries which require emergency medical treatment or result in hospitalization or death shall be reported immediately to the Program Approved Service Agency (PASA) administrator or designee, and to the Community Centered Board (CCB) Service Coordinator within 24 hours. Paper or electronic documentation does not constitute reporting. Staff must talk to the PASA and CCB contacts.

4. All potential Critical Incidents shall be reported immediately to the PASA administrator or designee and to the CCB Service Coordinator within 24 hours. A critical incident is an actual or alleged event that creates the risk of serious harm to the health or welfare of the individual receiving Waiver benefits. A critical incident may endanger or negatively impact the mental and/or physical well-being of an individual in services. CCB Service Coordinators must report the critical incident on the state designated data system within one business day of notification. Any critical incident pertaining to CES must be reported by noon the next business day. Paper or electronic documentation does not constitute reporting. Staff must talk to the PASA and CCB contacts. Critical Incidents include, but are not limited to:
  - A. Death,
  - B. Abuse, neglect, exploitation or mistreatment,
  - C. Injury or illness of individual in program,
  - D. Deliberate damage, theft or use of an individual in program's belongings or money or diversion of medications,
  - E. Medication management issues,
  - F. Criminal justice involvement or incarceration,
  - G. Missing person,
  - F. Unsafe housing or displacement, or
  - G. Other.
5. Reports of incidents shall be placed in the record of the individual receiving services.
6. Records of incidents shall be made available to the Community Centered Board, and the Colorado Department of Health Care Policy and Financing (HCPF) upon request.
7. Community Centered Boards shall review and analyze information from incident reports to identify trends and problematic practices which may be occurring in specific services and shall take appropriate corrective action to address problematic practices identified.

**Board of Directors Approval:**

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LuEtta Loeber, Secretary

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Date