



Critical Incident Reporting – Webinar On Demand
2018

SDS Training Unit

- This training is for program administrators and their designated agency training staff
- If you are not a program administrator or an agency trainer please see your agency program administrator for CIR training



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2018

SDS Training Unit

You may download attachments from this webinar

You may submit questions during the webinar

Allow a few days for SDS training staff to respond



Critical Incident Reporting – Webinar On Demand
2018
SDS Training Unit

- You need to view the webinar to the end
- You will get an email within 24 hours with the link to the online quiz
- Complete the quiz and view the webinar
- SDS Training will email you a CIR Training Completion Certificate the following month
- Make sure you enter your email address correctly
- Email questions/problems to SDSTraining@alaska.gov

About Critical Incident Report Training

- The Senior and Disabilities Services *Provider Certification and Compliance* monitors completion of Critical Incident Reporting (CIR) training.
- Training is required **prior to initial certification** and for any new staff you acquire
- Provider Conditions of Participation requires agencies to train their staff in CIR. Agencies need to have policy and procedure on Critical Incident Reporting for that agency.
- New staff are expected to be trained by agency trainers who have already completed training
- SDS Webinar On Demand is for Program Administrators and Agency staff
- Agency must retrain staff in CIR every 2 years

Critical Incident Reporting



- A communication tool between Providers and Senior & Disabilities Services (SDS)
 - Allowing for SDS to receive the same type of information for evaluating certain events
- Monitored by the Center for Medicare & Medicaid Services (CMS)-Federal Oversight agency
- All providers of Medicaid funded services are MANDATORY reporters of Critical Incidents
- And Mandatory reporters of harm to vulnerable adults and child abuse
- Use the same form to report harm to adults
- Report child abuse to OCS
- CIR is NOT for emergency help!

Good communication can help us find our way through the "forest"

Who do you complete CIR for?

- Anyone you serve directly whose services are paid for by Senior & Disabilities Services
- Include anyone receiving:
 - Home & Community Based Waiver Services
 - Personal Care Services
 - Grants
 - General Relief
 - ***If the person is getting Residential Supported Living-***
 - *Such as an elder or adult with physical disability, who lives in an assisted living home*
 - ***ALL FALLS are to be reported as CIR***

What is a Critical Incident?



- A significant event that is out of the ordinary
- Not addressed by the actions described in the service plan
- Incidents that must be reported on are listed in Alaska Waiver regulation 7 AAC 130.224
- And Personal Care Services regulation 7 AAC 125.102

A critical incident stands out from what you already know about the person and what you already do to support him or her.

Things that you should report include...

Safety concerns

Missing person when law enforcement is notified

Recipient behavior that results in harm to self or others, and requires intervention beyond the services specified in the service plan

Misuse of restrictive interventions

Restrictive interventions may be used, but must be reported when used:

- as a Crisis response - Imminent danger to self or others
- resulted in the need for evaluation by or consultation with medical personnel

Restrictive interventions are defined in 7 AAC 130.229(g)

Medical Events

- **Death of a Recipient**
- **Accident, Injury or other unexpected event affecting the recipient's health, safety, or welfare**
 - Where evaluation or consultation with medical personnel was needed
- **Medication error**
 - That results in evaluation or consultation with medical personnel



Examples of Medication Errors

- Whether medication is self-administered or assisted by staff:
 - At a time other than scheduled
 - Not by the prescribed route
 - The medication was not intended for that recipient
 - Incorrect dosage is taken

Definition: “evaluation by or consultation with medical personnel”

- Analysis of the incident with respect to a recipient's health, safety, and welfare for the purpose of determining an appropriate treatment or course of action.

Law Enforcement Response



- Involving an individual directly



Who do you complete CIR for?

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 - ***If the person is getting Residential Supported Living-***
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 - ***ALL FALLS are to be reported as CIR***

When should you report

REPORT!!

**within 24 hours or
one business day**

After observing or
learning of the incident

Use the Alaska Central
Reporting link on the
SDS webpage

Your Agency practices
must ensure timely
reporting!



Things that should **not** be reported by CIR...

- Scheduled medical procedures- surgeries
 - Report these on the Change of Status form
- Emergency Room visits for regular medical interventions as described in the person's service plan
- However if a person has a scheduled/expected medical procedure or visit which results in ER visit or hospital admit – do a CIR

How do you file the critical incident report?

- Got to the SDS Webpage and click in the graphic

State of Alaska
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Alaska Department of Health and Social Services
Senior and Disabilities Services

Home Divisions and Agencies Services News Contact Us

Health and Social Services > Senior and Disabilities Services

Welcome to Senior and Disabilities Services

Our mission is to promote health, well being and safety for individuals with disabilities, seniors and vulnerable adults by facilitating access to quality services and supports that foster independence, personal choice and dignity.

Conflict-Free Case Management (CFCM)

- > Webinar Presentation - CFCM New Directions
- > Evening Community Forums
- > Presentation Slides
- > CFCM Easy Read
- > CFCM Summary
- > Juneau CFCM Flyer
- > Fairbanks CFCM Flyer
- > Conflict-Free Case Management System Design report prepared for the Community Care Coalition by Agnew/Beck Consulting and HCBS Strategies, with support from the Alaska Mental Health Trust Authority, February 18, 2015

Provider Self-Assessment of Settings Resources

- > Provider Self-Assessment of Settings survey
- > HCBS Settings Checklist and Exploratory Questions
- > HCBS Settings Survey
- > HCBS Settings FAQs
- > HCBS Settings FAQs II
- > October 27, 2014 Webinar Slides

Headlines

- > 4/8 HCBS Provider Sentenced for Medical Assistance Fraud
- > 1/26 State of Alaska CMS Regulation Transition Plan
- > 12/2 \$1.2 Million Dollars in Restitution Ordered in Medicaid Case against Good Faith Services
- > 12/2 Anchorage Psychiatrist Enters Guilty Plea for Fraudulently Billing Medicaid Approximately \$1.2 Million Dollars and Tampering with Physical Evidence

Senior and Disabilities Services

- Home
- Our Mission
- Contact Us
- Centralized Reporting

Units

- Adult Protective Services (APS)
- Intellectual & Developmental Disabilities (IDD) Waiver
- Nursing Facility Level of Care (NIFLOC) Waiver
- Grant Services
- Personal Care Assistance (PCA)
- Policy & Program Development
- Provider Certification & Compliance
- Quality Assurance (QA)
- Research & Analysis
- Operations & Training

Programs and Offices

- Aging and Disability Resource Centers
- General Relief Program
- Home and Community Based Senior Grants
- Medicare Information Office
- Nursing Facility Transition Program
- Nutrition, Transportation, and Support Services Grants
- Rural Long-Term Care Development
- Traumatic and Acquired Brain Injury Program

Providers

- Search for a provider
- Care Coordination Quick List
- Search for Public Notices
- Provider Certification Information
- Provider Resources and Quick Reference
- Skilled Nursing Facilities

Of Interest

- Automated Service Plan
- Alaska Medication Education

SDS Newsletter - July 2014
Staff Spotlight - Recognitions

About Us

- > Our Mission
- > Contact Us

Reporting

- > Making a Report of Harm
- > Report Medicaid Fraud
- > Recipient Change of Status
- > Contact SDS

File your REPORT HERE

Provider Training

- > Training Schedules and Registration





Use the File Your Report Here Link on the SDS Webpage

Report within 24 hours

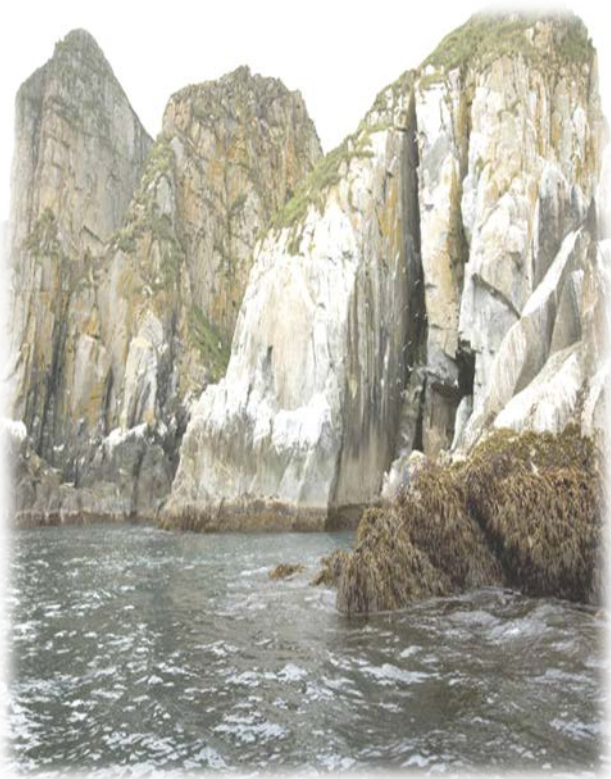
Reminders

Notify the recipient's Care Coordinator ASAP

ALL Reports are reviewed for APS, ALH Licensing & SDS Quality Assurance

Remember to spell your email address correctly

Why Report a Critical Incident?



Providers are the bedrock of supports in our communities

- YOU & SDS are both responsible for monitoring, ensuring & protecting **health, safety & welfare** of recipients
- To help collect data for review & analysis.
 - Helps improve the quality of services
- Reduces the risk of reoccurrence

Final Reminders

- Do not report scheduled medical procedures.
- Only enter N/A only if it's truly not applicable
- Contact SDS Quality Assurance if you are unsure whether incident needs a CIR
 - 907-269-3666 ask for QA

**Notify recipient's
Care Coordinator**

Thank You! Thank you



- You will get a confirmation email with the link to the quiz within 24 hours. If you don't get it check your junk/spam folder.
- You need to register, view this webinar and complete the quiz to get a CIR training certificate.
- SDS Training creates a CIR training certificate **only for the name/e-mail of the registered individual.**
- Your certificate will be emailed to you in the following month.
- If you are training others at your agency – example CIR Certificates of Completion & class presentation materials are available on the SDS webpage in [Training Resources](#) area.

Senior and Disabilities Services

Critical Incident Report Training

Contact Training Unit:

SDSTraining@alaska.gov