<u>Incident Management</u>

1. **<u>What information should be included in an Administrative Review for Improper Conduct—both ICF and Non-ICF?</u>***You can collect signed and dated statements from all involved, you may take photographs as needed/warranted, you may review and include all documentation related to the incident and you can interview all those involved in the incident. (If the case has been vetted to LLE in an ICF case, all the following still apply, as long as your actions do not interfere with those of LLE.)*

   Within the final report, all information obtained should be included in chronological order, in paragraph form and written with as much detail related to how the review was conducted. All items used to determine your conclusion should be uploaded as attachments. Your findings/conclusion should include any evidence of misconduct towards the supported person and if there were any policy or procedural violation; to include which policies/procedures were violated and the consequences for such action. REMEMBER YOUR PURPOSE IS ***<u>NOT</u>*** *TO DETERMINE IF ABUSE OCCURRED, THAT IS FOR THE OUTSIDE AGENCY ASSIGNED TO INVESTIGATE THE INCIDENT.*

2. **<u>What information should be included in a Management Review?</u>** *You can collect any documentation associated with the incident—Therap entries, time sheets, nursing notes, logs, hospital notes, etc. (As this is considered a criminal case and has been vetted to LLE/AG* ***<u>NO</u>*** *statements can be obtained/read nor can you conduct interviews with those involved.)*

   Within the final report, all information obtained should be included in chronological order, in paragraph form and written with as much detail related to how the review was conducted. All items used to determine your conclusion should be uploaded as attachments. Your findings/conclusion should include any evidence of misconduct towards the supported person and if there were any policy or procedural violation; to include which policies/procedures were violated and the consequences for such action. REMEMBER YOUR PURPOSE IS ***<u>NOT</u>*** *TO DETERMINE IF ABUSE OCCURRED, THAT IS FOR THE OUTSIDE AGENCY ASSIGNED TO INVESTIGATE THE INCIDENT. Once you receive the case closure letter, you must then conduct your internal review into the incident to include collecting statements and conducting interviews as you would with any other review. The results, along with you review, should be submitted within an addenda.*

3. **<u>What should happen if a report is taken for “Information Only?”</u>** *You should initiate an ANE report as you would any other report. The staff accused must be placed on administrative leave without pay pending the outcome of the investigation by the outside agency. Your final report will be conducted using the process for administrative reviews involving misconduct.*

   Within the final report, all information obtained should be included in chronological order, in paragraph form and written with as much detail related to how the review *was conducted. All items used to determine your conclusion should be uploaded as attachments. Your findings/conclusion should include any evidence of misconduct towards the supported person and if there were any policy or procedural violation; to include which policies/procedures were violated and the consequences for such action. REMEMBER YOUR PURPOSE IS NOT TO DETERMINE IF ABUSE OCCURRED, THAT IS FOR THE OUTSIDE AGENCY ASSIGNED TO INVESTIGATE THE INCIDENT.*

4. **What happens when an allegation of abuse has a dual vetting?** *When SLED vets a case to DSS/Ombudsman and to LLE, the incident will be concluded as a management review. Any vetting to LLE takes precedence over the other outside entity. The process for Management Reviews should be followed accordingly.*

5. **What if I do not have a "LLE case closure" report by the time I complete the Management Review?** *You will need to indicate that the incident is still pending investigation by an outside agency within the disposition under the "Allegation" tab, as well indicate that the incident is still under investigation by the outside agency has yet to be concluded under the "Outside Investigative Agency" tab.*

6. **What information should be included in the initial Critical Incident?** *Please include the information necessary that warranted the critical to be initiate, such as the date, time, and location and what about the incident met the critical criteria. When dealing with hospitalizations please include the date, the person supported was actually admitted. When dealing with 3 ER visits in 30 days, please include the dates and reasons for each ER visits.*

7. **What information should be included in the final Critical Incident?** *Please include all information related to the who, what, when, where, why and how of the incident. Include the current status of the person(s) involved, those supported, the staff or the agency, as well as all actions that will be taken to prevent another occurrence of its nature.*
8. **Are Criticals required for Hospice admissions/treatment?** *Yes, if a person supported is admitted into hospice or receives hospice services, then a critical incident must be completed. If this is due to an ongoing critical, submit an addendum with the necessary information.*

9. **What are the new major medical classifications**? *For clarification purposes, an admission into an ICU/CCU or due to Sepsis, Intestinal Issues, Pneumonia, Cardiac Arrest, Stroke, Blood Clots and Hypoxa has been added to the Major Medical List.*

10. **<u>What information should be included in the initial Death Report</u>**? *You can/should collect any documentation associated with the incident—Therap entries, time sheets, nursing notes, logs, training record, statements, BSG/BSP, MAR's, hospital notes, death certificate, etc. When submitting the initial report, please include the suspected cause of death. If foul play is suspected a report should be made to SLED, an ANE report initiated and the suspected perpetrator(s) placed immediately on administrative leave without pay pending the outcome of the investigation.*

11. **<u>What information should be included in the final Death Report?</u>** *Within the final report, all information obtained should be included in chronological order, in paragraph form and written with as much detail related to how the review was conducted. All items used to determine your conclusion should be uploaded as attachments. Your findings/conclusion should include any evidence of misconduct towards the supported person and if there were any policy or procedural violation; to include which policies/procedures were violated and the consequences for such action. If the incident warranted an ANE report, you would include this in the final report and a copy will be uploaded as a reference to the death report.*

12. **<u>Is a death report required on a person supported that has been discharged from the agency?</u>** *Yes, if the person supported has been discharged within 30 days of the death. Protocol should be followed accordingly regarding death reports.*

13. **<u>Am I required to submit an addendums for Criticals/ANE's/Death Reports?</u>** *Yes, when there is additional information that came about following the submission of the final report, if there needs to additional investigation, if the person is discharged from hospital/behavioral unit/agency following the submission of the final report or if you receive the case status report from LLE/Ombudsman/DSS/AG. (Sometimes DDSN will request that an addendum be submitted for various incidents as needed.)*

14. **<u>What do I do if my agency is unable to submit a report via the IMS due to an internet outage?</u>** *If your internet is down for whatever reason, a hard copy of the report should be submitted and once internet service is back up, you need to submit the report via the IMS with a note indicating the reason for the delayed submission.*

15. **<u>Where do I find training on how to use the IMS?</u>** *Training can be found on the IMS under "Business Tools." On the IMS Application Listing screen you would, 1.) Click "Business Tools," located at the bottom of the screen, 2.) Click "Videos" under Folders, 3.) Click "Application Training" under Folders, 4.) Click whatever training*

session you would like to view under Folders, 5.) To exit the program click the folder with the red arrow at the top right of the page and it will take you back to the IMS Application Listing Screen.