

## Critical Incident Reporting (CIR) Categories

Event	Definition	Not reportable on CIR
Death of a Member	Unanticipated death occurring in a treatment setting, completed suicides, overdose, apparent serious physical accidents and/or suspicious deaths	<ul style="list-style-type: none"> <li><input type="radio"/> Member death occurs after discharge from Provider care.</li> <li><input type="radio"/> Member death occurring due to natural causes</li> <li><input type="radio"/> Provider notified of Member death and cause of death unknown</li> </ul>
Suicide attempt	The actual occurrence of a potentially lethal suicide attempt that <b>requires medical treatment greater than first aid</b> † and/or the individual suffers or could have suffered significant injury. All suicide attempts while <b>on Provider site or Provider is present</b> should be reported.	<ul style="list-style-type: none"> <li><input type="radio"/> Suicidal threats.</li> <li><input type="radio"/> Self-injurious behaviors that do not result in injury requiring medical treatment greater than first aid.</li> </ul>
Overdose	Overdose of either prescription, legal, or illegal substances that require treatment greater than first aid or that occur <b>on Provider site or while Provider is present</b> .	<ul style="list-style-type: none"> <li><input type="radio"/> Member overdose occurs in mental health outpatient program (MHOP) level of care and does not need treatment greater than first aid.</li> <li><input type="radio"/> Member in substance abuse intensive outpatient program (SA IOP) takes more than prescribed meds but is not on Provider site or the Provider is not present.</li> </ul>
Medication error resulting in the need for <b>urgent or emergent medical intervention</b> ††	Administration of an incorrect medication, dosage, or a missed medication on Provider site where Member suffers a medical consequence that requires urgent or emergent medical treatment to offset the effect of the error.	<ul style="list-style-type: none"> <li><input type="radio"/> Member refuses to take medication prescribed.</li> <li><input type="radio"/> A medication is given at the wrong time, but there are no adverse effects to the Member.</li> <li><input type="radio"/> An incorrect dose of medication is taken, but there are no adverse side effects.</li> <li><input type="radio"/> A nursing assessment or physician consult does not need to be reported, as it is not deemed emergent care.</li> </ul>
Fire and/or law enforcement	Any Member event requiring fire department or law enforcement agency engagement <b>while Member is on Provider site or Provider is present</b> .	<ul style="list-style-type: none"> <li><input type="radio"/> Member who is receiving community-based services and is arrested while at home, or sent to prison.</li> <li><input type="radio"/> Member is in RTF and fire department responds to alarm being pulled and Member is not involved in incident</li> </ul>
Serious injury to Member	Injury of Member <b>while on the Provider site or Provider is present</b> that requires medical treatment <b>greater than first aid</b> .	<ul style="list-style-type: none"> <li><input type="radio"/> Scheduled appointments with medical personnel on outpatient or inpatient basis.</li> <li><input type="radio"/> Injuries that occur while Member is at home, unless the level of care Provider staff was present when injury occurred.</li> </ul>
Life-threatening illness of a Member	Any life-threatening illness requiring hospitalization while <b>on the Provider site or Provider is present</b>	<ul style="list-style-type: none"> <li><input type="radio"/> Member using emergency room for medical assessment or treatment and is not admitted.</li> <li><input type="radio"/> Medical inpatient hospitalization that results from a previously diagnosed chronic illness (e.g., diabetes, epilepsy) and the treatment is part of the normal course of care.</li> </ul>
Elopement	A Member receiving <b>24-hour care</b> who is out of contact with staff.	<ul style="list-style-type: none"> <li><input type="radio"/> Elopement from classroom to another part of school.</li> <li><input type="radio"/> Member leaves residential treatment facility building but remains in staff sight at all times.</li> </ul>
Member <b>injury</b> due to restraint or seclusion or	An injury occurs to a Member during a restraint or seclusion that requires	<ul style="list-style-type: none"> <li><input type="radio"/> A restraint occurs that results in an inadvertent Member scratch/bruise where no allegations of</li> </ul>

<b>improper use of restraint or seclusion.</b>	medical treatment greater than first aid <b>OR</b> improper use of restraint or seclusion, which may include wrong technique used and use of prone restraint.	abuse are made. (If allegations made, submit under Allegation of Abuse). <ul style="list-style-type: none"> <li>○ Member injury due to physical aggression prior to restraint. (Follow injury reporting protocol).</li> </ul>
Any conditions that result in a temporary closure of a 24-hour care facility†	Flooding, fire, or physical damage, etc., to a 24-hour Level of Care facility that requires the relocation of residents.	<ul style="list-style-type: none"> <li>○ Minor water damage to a facility that does not necessitate the temporary closure or relocation of residents.</li> <li>○ Bed bugs or lice reported in a facility which result in Members needing to change rooms and/or units.</li> </ul>
Provider Preventable Conditions (PPC)	An umbrella term for hospital and non-hospital acquired conditions and defined as two distinct categories, Health Care-Acquired Conditions (HCAC) and Other Provider-Preventable Conditions (OPPC).	<ul style="list-style-type: none"> <li>○ Member received therapy at the wrong date/time.</li> <li>○ Member developed a cold while receiving Mental Health Inpatient Services.</li> </ul>
Allegations of abuse <b>by a Provider</b>	Any act of alleged or suspected abuse or neglect of a Member, which could include physical, verbal, psychological or sexual abuse, exploitation, neglect and/or misuse of a Member's funds.	<ul style="list-style-type: none"> <li>○ <b>None.</b> All allegations that meet mandated reporting requirements should be reported to appropriate agencies and PerformCare.</li> </ul>
Allegations of abuse by peer	Any act of alleged or suspected sexual or physical abuse by a peer <b>while on Provider site/Provider is present.</b>	<ul style="list-style-type: none"> <li>○ Member is in MHOP and gets into a physical altercation at school with a peer.</li> </ul>
Consensual sexual contact between peers	Sexual contact between a Member and a peer both under the age of 18 <b>while on Provider site/Provider is present</b> that is reported to be consensual by both parties after interviews.	<ul style="list-style-type: none"> <li>○ Member receiving MHOP reports consensual sexual contact with a peer in the community.</li> <li>○ Incidents of consensual sexual contact in a facility for Members over the age of 18.</li> </ul>
Severe physical aggression	Physical aggression which results in serious damage to property or injury greater than first aid to staff or peers <b>while on Provider site/Provider is present.</b>	<ul style="list-style-type: none"> <li>○ Physical aggression that does not result in injury or damage.</li> <li>○ Member throws a chair and causes no damage to wall/floor.</li> </ul>
Contraband	Member has access to an item on provider site that has the potential to cause harm or does cause harm to self or others. Items are not typically found at provider site.	<ul style="list-style-type: none"> <li>○ Member in a residential setting that returns from a therapeutic leave with items not allowed on site (and items are removed during routine search).</li> <li>○ Member in 3.5 LOC who self-injures with a pencil with no treatment greater than first aid required.</li> </ul>
Other occurrence representing <b>actual or potentially serious harm</b> to a Member	Examples of things that may be reported under this category include: <ul style="list-style-type: none"> <li>○ Staff using illegal substances /impaired judgement while supervising Members.</li> <li>○ Member gaining access to contraband while on the Mental Health Inpatient Unit.</li> </ul>	<ul style="list-style-type: none"> <li>○ Member discharge from any level of care.</li> <li>○ Inpatient mental health hospitalizations.</li> <li>○ Verbal aggression.</li> <li>○ Suspension from school.</li> <li>○ Change of guardianship.</li> <li>○ Inability to contact Member.</li> <li>○ Crisis evaluations.</li> </ul>
† <b>First aid</b>	Assessing a condition, cleaning an injury, applying topical meds, applying a band aid, etc. Screening and medical assessment measures such as X-rays, exams, CT scans, etc. are not considered treatment greater than first aid, unless testing indicates injury requiring treatment more extensive than first aid, then CIR criteria is met.	
†† <b>Urgent or emergent medical intervention</b>	Treatment provided by a medical profession greater than physical evaluations and vital signs.	

<b>‡ 24-hour Levels of Care</b>	Levels of Care that provide around-the-clock care and/or a 24-hour availability crisis component, e.g. MHIP, SA IP, SA NH, RTF, EAU, FBMHS, ACT and CRR.
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