

Incident Reporting Requirements



INCIDENT REPORTING

Why do staff need to report certain incidents to DMR?

When people receive DMR supports in their own or family home, DMR shares some of the responsibility for the safety and well-being of individuals. The department needs to know when very serious things happen so we can evaluate if the person is receiving the supports he or she needs. Certain incidents may or may not indicate the need to arrange different or additional supports.

What types of incidents must be reported to DMR?

The following incidents must be reported to DMR if they happen **while a paid staff is working with an individual**:



Staff

must also call the individual's case manager to report the incident or if he or she is not available, leave a voice message about the incident.

- **RESTRAINT** (see section about use of restrictive physical holds, mechanical devices, psychotropic medications)
- **ADMISSION TO THE HOSPITAL** unless it was for a planned reason
- **SEVERE INJURY THAT REQUIRES TREATMENT** in a hospital emergency room or hospital admission
- **VEHICLE ACCIDENT** involving moderate or severe injury
- **PERSON'S ABSENCE** if reported to the police as a missing person
- **FIRES CAUSED BY THE PERSON** that require emergency response services by the fire department and or causes severe injury
- **POLICE ARREST**
- **VICTIM OF AGGRAVATED ASSAULT OR RAPE**
- **VICTIM OF THEFT**
- **SUSPECTED ABUSE OR NEGLECT** (see separate fact sheet on abuse and neglect reporting)
- **DEATH** (you must report deaths whether a staff person is present or not)

How are incidents reported?

Staff must immediately notify the family of the individual they support when any of the above listed incidents occur during work hours. They must also call the individual's case manager to report the incident, or if she or he is not available, leave a voicemail message about the incident.

Staff must also fill out a special incident report form. Your employer should have a blank copy of this form, or you can get it from the case manager or from the Fiscal Intermediary. A copy of the completed form should be given to your employer and a copy goes to the case manager.

Do I need to report any behavioral interventions to DMR?

Paid staff are required to report the use of restrictive restraints for an emergency or those restraints that are planned as part of an approved program. These include chemical restraints (certain psychotropic medications), mechanical restraints that severely restrict the person's movement, or any intrusive physical holding techniques. If you have a question about a technique or device that must be used to control or manage the behavior of the person you support ask the individual's case manager if you need to report its use.

How do staff report use of restraint?

If a restraint is used in an emergency situation, follow the procedure described above for other incidents that must be reported.

If restraint is used as part of an approved program, you will receive a restraint data form to record all uses of the restraint as described in the program. This data record will be reviewed regularly as part of the person's Individual Plan to track progress and the need for any program changes.

Incident reporting is an important staff responsibility. If you have questions, or need more information, additional training materials are available.

