

# DMHAS EQMI



## PROVIDER ALERT

NOVEMBER 2019

### Critical Incident Reporting Reminder

We remind our provider community that Critical Incidents are *incidents that may have a serious impact on DMHAS clients, staff, funded agencies or the public, or may bring about adverse publicity* and must be reported to DMHAS per contract.

Verbal notification is expected within three hours to either the Office of the Commissioner Regional Manager or state-operated Local Mental Health Authority for incidents of a very serious or high profile nature, such as:

- Untimely client death
- Alleged client abuse by a staff member
- Alleged serious crime by a client or staff member
- AWOL/Missing client
- Program evacuation

After normal business hours, a verbal report is made by calling the switchboard at Connecticut Valley Hospital at 860-262-5000 and requesting that the CVH Switchboard contact the Manager who is on-call.

Critical incidents that occur within DMHAS' Young Adult Services (YAS) Programs should be called in directly to DMHAS' YAS staff.

**An electronically submitted written report is required within one business day**, via the Critical Incident Reporting Portal in DDaP. The DMHAS Critical Incident web site, with additional details about incident reporting, may be found here:

<http://www.ct.gov/dmhas/criticalincident>

If you would like to request training on the critical incident process, or if you have any related questions, please contact:

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