

DMHAS-EQMI

MONTHLY PROVIDER DATA QUALITY NEWSLETTER

August 2020

Critical Incidents

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.

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 (unexpected) client death
- Alleged abuse of a client 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>

Closure of Critical Incidents

We understand that the timeliness to close critical incident reports varies due to many different factors related to the complexity of the critical incident. For the purpose of data quality, we use the timeline of 60 days as a general threshold of when critical incident reports should be closed. We have begun generating open incident reports for each agency. We ask that you review these reports and address the outstanding (longer than 60 days) incident reports and complete the necessary follow up.

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

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