

SPECIAL PROVIDER ALERT

NOVEMBER 2020

COVID-19 Critical Incident Reporting

DMHAS' Evaluation, Quality Management and Improvement (EQMI) Division continues to track COVID-19 diagnoses through our DDaP Critical Incident Reporting program on both the PNP and State-operated sides of the system.

These are our current COVID-19 Critical Incident Reporting guidelines:

Positive COVID-19 tests and **COVID-19 related deaths** should be reported to DMHAS via the Critical Incident reporting process. This applies to staff members, as well as to patients/clients.

For positive COVID-19 tests: Use *Medical Event* as the category and *Medical Event – Other* as the subcategory. Whenever possible, include the following information in the Details section:

- Date of positive COVID-19 test result
- Patient's current disposition (i.e., quarantined at home; hospitalized)
- Please ensure that the text "COVID-19" is present in the incident details text box.

For COVID-19 related deaths: Use *Death* as the category and *Illness, Age, or Medical Reason* as the subcategory. Whenever possible, include the following information in the Details section:

- Date of positive COVID-19 test result
- Date of death
- Any comorbid conditions/circumstances that may be relevant
- Please ensure that the text "COVID-19" is present in the incident details text box.

Note that mere exposure to symptomatic or COVID-19 positive individual(s) does not require a critical incident report.

If the critical incident report is about a client, use the client lookup tool to find the relevant admission record.

If the incident report is about a staff member, enter the staff's name (or initials) and other details as prompted.

Please observe the established critical incident reporting timelines: verbally notify your assigned LMHA or DMHAS manager immediately upon learning of an incident. The incident report should be entered into DDaP by close of the following business day.

You may contact Karin Haberlin at Karin.Haberlin@ct.gov (preferred mode of contact) or (860) 418-6842 with any critical incident questions.

Thank you for your continued efforts regarding critical incident reporting.