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North Sound Behavioral Health Administrative Services Organization, LLC

Section 1000 - Administrative: Critical Incident Reporting

Authorizing Source: HCA Contract

Approved by: Executive Director

Date:

Signature:

POLICY # 1009.00

SUBJECT: CRITICAL INCIDENT REPORTING

PURPOSE

The North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) shall establish a Critical Incident Management System consistent with all applicable laws and shall include policies and procedures for identification of incidents, reporting protocols and oversight responsibilities.

The North Sound BH-ASO will increase intervention for an Individual when incident behavior escalates in severity or frequency.

The North Sound BH-ASO shall communicate with the appropriate MCO when the North Sound BH-ASO becomes aware of an incident for a Medicaid Enrollee.

PROCEDURES

The North Sound BH-ASO shall submit an individual Critical Incident report for non-Medicaid Individuals for the following incidents:

1. Homicide or attempted homicide by an individual;
2. A major injury or trauma that has the potential to cause prolonged disability or death, or the unexpected death of an individual that occurs in a facility licensed by the state of Washington to provide publicly funded Behavioral Health services;
3. An unexpected death of an individual that occurs in a facility licensed by the state of Washington to provide publicly funded BH services;
4. Abuse, neglect or exploitation of an individual;
5. Violent acts allegedly committed by an individual to include:
 - a. Arson;
 - b. Assault resulting in serious bodily harm;
 - c. Homicide or attempted homicide by abuse;
 - d. Drive-by shooting; and/or
 - e. Vehicular homicide.
 - f. Unauthorized leave of a mentally ill offender or a sexual or violent offender from a mental health facility, secure Community Transition Facilities (i.e. Evaluation and Treatment Centers, Crisis Stabilization Units, Secure Detox Units, and Triage Facilities) that accept involuntary admissions.
6. Any event involving an Individual that has attracted or is likely to attract media attention.

Reporting

1. The North Sound BH-ASO shall report Critical Incidents within one (1) business day in which the North Sound BH-ASO becomes aware of the event. The report shall include:
 - a. The date the North Sound BH-ASO becomes aware of the incident;
 - b. The date and time of the incident;
 - c. A description of the incident;
 - d. The name of the facility where the incident occurred, or a description of the incident location;
 - e. The name(s) and age(s) of individuals involved in the incident;
 - f. The name(s) and title(s) of facility personnel or other staff involved;
 - g. The name(s) and relationship(s), if known, of other persons involved and the nature and degree of their involvement;
 - h. The Individual's location at the time of the report if known (i.e. home, jail, hospital, unknown, etc.) or actions taken by the North Sound BH-ASO to locate the Individual;
 - i. Actions planned or taken by the North Sound BH-ASO to minimize harm resulting from the incident; and,
 - j. Any legally required notifications made by the North Sound BH-ASO.
2. The North Sound BH-ASO shall report Critical Incidents using the HCA Incident Reporting System at <https://fortress.wa.gov/hca/ics/>. If the system is unavailable the North Sound BH-ASO shall report Critical Incidents to HCAMCPrograms@hca.wa.gov.
3. The North Sound BH-ASO shall submit follow-up reports using the Incident Reporting System and close the case within forty-five (45) calendar days after the Critical Incident was initially reported. A case cannot be closed until the following information is provided:
 - a. A summary of any debriefings;
 - b. Whether the Consumer is in custody (Jail), in the hospital or in the community;
 - c. Whether the Consumer is receiving services and include the types of services provided;
 - d. If the Consumer cannot be located, the steps the North Sound BH-ASO has taken to locate the Consumer using available, local resources; and
 - e. In the case of the death of a Consumer, verification from official sources that includes the date, name and title of the sources. When official verification cannot be made, the North Sound BH-ASO shall document all attempts to retrieve it.
4. The North Sound BH-ASO shall submit a semiannual report of all Critical Incidents tracked by the North Sound BH-ASO.
 - a. At minimum, the report shall include an analysis of the following incidents:
 - i. Incidents identified through the Individual Critical Incidents process;
 - ii. A credible threat to Enrollee safety;
 - iii. Any allegation of financial exploitation of an enrollee;
 - iv. Suicide and attempted suicide; and
 - v. Other incidents as defined in North Sound's Policies and Procedures.
 - b. The following elements shall be included in the analysis:
 - i. The number and types of Critical Incidents and comparison of changes over time;
 - ii. analysis of Critical Incidents that repeat;
 - iii. trends found in the population (i.e. regional differences, demographic groups,

- vulnerable populations);
 - iv. analysis of the effectiveness of the Critical Incident Management System; and
 - v. action taken by the North Sound BH-ASO to reduce incidents.
5. The report is due no later than the last business day of January and July for the prior six- (6) month period.
 6. The North Sound BH-ASO shall also include a data file of all Critical Incidents from which the analysis is made using a template provided by HCA.

ATTACHMENTS

None