

CRITICAL INCIDENT REPORTING OVERVIEW

What is a critical incident?

A critical incident is any actual or alleged event or situation that creates a significant risk or serious harm to the physical, mental health, safety, or well being of your child. The critical incidents that must be reported to your Support and Service Coordinator include:

- Any abuse or neglect of the child known or suspected
- Errors in medical or medication management that result in a significant adverse reaction that requires medical attention
- The initiation of an investigation by law enforcement of an event or allegation regarding a child as either a perpetrator or victim, unless such action is a component of an approved crisis or treatment plan.
- Significant and substantial damage to the residence of the child or service provider.
- Use of isolation, seclusion, or restraint by a service provider which is not included and approved as part of a behavior support plan.
- An unexpected event or behavior that causes a serious injury or risk to the child; which may include running away, setting a fire, violence, hospitalization resulting from an accident, suspected or confirmed suicide attempts, or death of the child.

If any of these incidents occur please contact your Support & Service Coordinator.

Contact Name & Phone Number: Ozaukee County Department of Human Services: 262-284-8200

Why is a critical incident reported?

- The assurance of health, safety, and welfare of the child is a condition of all Medicaid Waivers by the federal Centers for Medicare and Medicaid Services.
- One of the ways both the State and contracted agents assure health, safety, and welfare of the child is by individually reporting, monitoring, and resolving critical incidents.
- To address incidents as they occur and decrease the likelihood of a recurrence.

How is a critical incident reported?

- As soon as possible families and providers are required to report critical incidents to their agency Support and Service Coordinator.
- Agency Support and Service Coordinators are required to immediately report critical incidents to the State staff responsible for the CLTS Waiver program to ensure necessary steps have been taken to protect the child and assure safety.
- Agency Support & Service Coordinators are required to submit a final report within 30 days of the incident.

What happens after a critical incident is reported?

- Support and Service Coordinators are expected to address and resolve situations and implement systems to decrease the likelihood of a recurrence.
- The State staff responsible for the CLTS Waiver program will use information collected in critical incident reports to identify statewide or regional trends, which will then allow for the development of training or interventions to decrease the likelihood of recurrence.

If a critical incident occurs, families and providers should seek all necessary care and assistance from medical or emergency personnel as appropriate. This reporting procedure does not provide an immediate response or replace other mandatory reporting expected of agency personnel.

Critical Incident Reporting Overview Agreement

Employee:

I have received a copy of the Children's Long Term Support (CLTS) Waiver Critical Incident Reporting Overview in writing and have reviewed the information it contains. I understand that as a service provider, if a critical incident occurs when I am providing a CLTS Waiver-funded service to a child, I must follow the critical incident reporting procedure and contact the child's CLTS Support and Service Coordinator. I also understand that I should seek all necessary care and assistance from medical or emergency personnel as appropriate, including mandated reporting. If I have questions about critical incident reporting, I can contact the child's Support and Service Coordinator.

If I do not have contact information for the child's Support and Service Coordinator, I understand that I should instead contact the Ozaukee County Department of Human Services at 262-284-8200.

I also understand that as a service provider, I am a mandated reporter and I must report known or suspected abuse or neglect of a child under the age of 18 immediately to either child protection services or law enforcement (for more information, see Chapter 48.981(2) of the Wisconsin State Statutes).

Employee/Provider Signature

Date

Employer:

I have received a copy of the Children's Long Term Support (CLTS) Waiver Critical Incident Reporting Overview in writing and have reviewed the information it contains. I understand that if a critical incident occurs while my child is receiving a CLTS Waiver-funded service, the employee/provider must follow the critical incident reporting procedure and contact my child's CLTS Support and Service Coordinator. If I have questions about critical incident reporting, I can contact my child's Support and Service Coordinator.

Employer/Parent Signature

Date

Name of child receiving services