

What occurrences
in a person's life
are considered
reportable
incidents:

- *Death
- *Abuse
- *Neglect
- *Rights Violations
- *Misuse of funds
- **Hospitalizations
- **ER Visits
- **Injury requiring treatment beyond first aid
- **Individual to Individual Abuse
- Emergency Closures
- Fire
- Law Enforcement Activity
- Missing Persons
- Suicide Attempt
- Psychiatric Hospitalizations
- Restraints
- Medication Errors

*These categories require an investigation completed by agency investigators certified by DHS.

**Certain incidents in these categories require an investigation completed by agency investigators certified by DHS

The investigation process does not preclude investigations by law enforcement or other agencies responsible to investigate.

For More Information About Incident Management:

Pennsylvania Department
of Human Services
www.dhs.pa.gov

Westmoreland Casemanagement &
Supports, Inc.
770 E. Pittsburgh St.
Greensburg PA 15601
(724) 837-1808
1-800-353-6467

Westmoreland County BH/DS
40 N. Pennsylvania Avenue
Greensburg PA 15601
(724) 830-3617
IM Point Person: Jennifer Coffee

Office of Developmental Programs
Hotline: 1-888-565-9435

**Westmoreland
County
Behavioral
Health/
Developmental
Services**

**Definitions, Purpose
& Stakeholder
Responsibilities
To:**

**Incident
Management**



Incident Management

A standardized process of reporting particular incidents; responding to individual incidents at a provider, county and state level; and collecting and analyzing incident data. Incidents are entered and data collected using the statewide database, Enterprise Incident Management (EIM)



Purpose:

- **Ensure Health & Safety** of individuals receiving supports and services.
- **Protect the Rights** of individuals receiving supports and services.
- **Prevent the Reoccurrence** of incidents.
- **Promote continuous Quality Improvement** in the intellectual disabilities (ID) system.

Who are the Stakeholders:

- Individuals who are registered with a county intellectual disabilities program or who receive supports and services from facilities licensed by the Office of Developmental Programs.
- Providers who receive funds from the ID system, either directly or indirectly, to provide or secure supports or services for individuals authorized to receive services from a county ID program and providers licensed by ODP.
- County ID programs and their designated supports coordination entities.

Who is responsible to report incidents:

- **Individuals & Families** are to notify their provider or supports coordinator if they suspect abuse, neglect or exploitation whether occurring in or out of the home.
- **Providers** report all categories of reportable incidents when services are rendered at the provider's site; when provided in the community, individuals own home or family home while individual is the responsibility of an employee, contract agent or volunteer of the provider.
- **Common Law Employers (CLE)** are to report all categories of reportable incidents to the Supports Coordinator.
- **Supports Coordinators** report incidents of abuse, neglect, death and exploitation (which includes Rights Violation and Misuse of Funds) when no provider relationship exists as described above.
- **Counties** report incidents of abuse, neglect and death when no provider or supports coordinator relationship exists or when it is determined the process of reporting and investigating a particular incident by supports coordinators or providers would compromise objectivity.

When are incidents reported and investigated:

There are two time frames for **reporting incidents**. Restraints and medication errors are to be reported using Enterprise Incident Management (EIM) within 72 hours of the occurrence or discovery. All other incidents are to be reported in EIM within 24 hours of occurrence or discovery.

Investigations are to be started promptly within 24 hours of the report and completed within 30 days.

Other important timeframes and information:

- Every time an incident is reported in EIM, the reporting entity must notify families of the incident within 24 hours. If individuals or families do not wish for family notification this must be documented in the incident and the individual's plan.
- Families must be notified of investigation outcomes.
- County and ODP staff must review all incident reports within 24 hours of their being reported in EIM to ensure proper safeguards have been taken to protect the person's health and safety.
- In addition to reporting in EIM, certain incidents are also reported to other Department of Human Services agencies, such as Childline, Area Agency on Aging and Adult Protective Services to name a few.
- Providers and counties are required to analyze incident data at least quarterly and document their observations and quality improvement activities.