



# Critical Incident Report



Member Plan		MCO		Reason for Report	
<b>Member Information</b>					
Last Name		First Name		Date of Birth	Gender
Dually Eligible?	VA Medicaid ID #	Medicare ID #	Member Classification at Time of Incident		
<b>Incident Information</b>					
Type of Incident		<u>Occurrence of Incident</u>		<u>Discovery of Incident</u>	
		Date: Time:		Date: Time:	
Abuse, Neglect or Exploitation?					
Location/Address of Incident					
Detailed Description of Incident (use additional pages if necessary)					
Cause of Death (if applicable)					
<b>Providers Involved in Incident</b>					
Provider (1)	Name		NPI Number	Contact Information	
Address			Provider Type		
Provider (2)	Name		NPI Number	Contact Information	
Address			Provider Type		

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Source of Information			
Source of Information for Critical Incident Data			
Contact Name	Contact E-mail	Contact Phone Number	
Other Individuals/Witnesses			
Name	E-mail	Phone Number	
External Agencies Contacted (APS, CPS, law enforcement, etc.)			
Agency	Agency Contact Name	Phone Number	Date of Report
Follow-up/Resolution of Incident			
Is the member subject to further harm, or does he or she have further emergency needs at this time?			
If yes, please explain:			
Detailed Description of Follow-up Actions for this Incident			



# Critical Incident Report Form Definitions and Reporting Instructions



## Critical Incident Definition

A Critical Incident is defined as any actual, or alleged, event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety, or well-being of a member.

Critical Incidents are categorized as either Quality of Care incidents or Sentinel Events. There are key distinctions between these categories as defined below:

Quality of Care: A quality of care incident is defined as any incident that calls into question the competence or professional conduct of a healthcare provider in the course of providing medical services and has adversely affected, or could adversely affect, the health or welfare of a member. These are incidents of a less critical nature than those defined as sentinel events.

Sentinel Event: A sentinel event is a patient safety event (not primarily related to the natural course of the patient's illness or underlying condition) that reaches a patient and results in any of the following: (1) Death; (2) Permanent harm; (3) Severe temporary harm and intervention required to sustain life.

## Reportable Critical Incidents

- |   |                                |
|---|--------------------------------|
| 1. Abuse                                | 10. Neglect                    |
| 2. Attempted suicide                    | 11. Restraints                 |
| 3. Deviation from standards of care     | 12. Rights violation           |
| 4. Exploitation, financial or otherwise | 13. Sentinel Death             |
| 5. Law enforcement contact              | 14. Severe injury              |
| 6. Medical or psychiatric emergency     | 15. Theft                      |
| 7. Medical error                        | 16. Unexpected hospitalization |
| 8. Medication discrepancy               |                                |
| 9. Missing person                       |                                |

Per state guidelines, providers are required to report Critical Incidents within 24 hours of the time of discovery.

## How do you report a Critical Incident?

All incidents must be reported within 24 hours. Verbal reports must be documented within 48 hours. The Critical Incident Report Form may be completed electronically and submitted to the designated e-mail box for each health plan utilizing a secure e-mail application. Please note that this is the preferred method of submission due to the sensitive material contained on these forms and the ability to submit secure e-mails allows the transfer of information to remain HIPAA compliant. However, the form may also be completed electronically and faxed to



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the appropriate health plan. Please see the contact information for each plan on the chart below.

<b>Contact Information</b>			
<b>CCC Plus &amp; Medallion 4.0</b>	<b>Phone Number</b>	<b>Fax Number</b>	<b>E-mail</b>
Aetna Better Health of Virginia	CCC+: (855) 652-8249 M4: (800) 279-1878	CCC+: (844) 203-0020 M4: (866) 207-8901	
Anthem Healthkeepers Plus	(855) 323-4687	(855) 273-6831	CCC+: cccpluscic@anthem.com M4: QOC-HKP@anthem.com
Magellan Complete Care of Virginia	(800) 424-4524 (TTY 711)	(423) 591-9525 or (866) 325-9157	
Optima Health Community Care	CCC+: (866) 546-7924 M4: (757) 252-8400	CCC+: (844) 552-7508 M4: (757) 227-9657	
United Healthcare	(800) 391-3991	(855) 371-7638	critical_incidents@uhc.com
Virginia Premier Health Plan	(877) 719-7358 Option 1-3-1-1	(804) 200-1962	criticalincident@vapremier.com

## Critical Incident Definitions

<b>Descriptor</b>	<b>Definition</b>
<b>Abuse</b>	<p>Abuse includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Willful use of offensive, abusive or demeaning language by a caretaker that causes mental anguish</li> <li>• Knowing, reckless, or intentional acts or failures to act which cause injury or death to an individual or which places that individual at risk of injury or death</li> <li>• Rape or sexual assault</li> <li>• Corporal punishment or striking of an individual</li> <li>• Unauthorized use or the use of excessive force in the placement of bodily restraints on an individual</li> <li>• Seclusion</li> </ul>
<b>Exploitation</b>	<p>Exploitation includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>• The taking or misuse of property or resources of a person by means of undue influence, breach of fiduciary relationship, deception, harassment, criminal coercion, theft, or other unlawful or improper means;</li> <li>• The use of the services of a person without just compensation; or</li> <li>• The use of a person for the entertainment or sexual gratification of others under circumstances that cause degradation, humiliation, or mental anguish.</li> </ul>
<b>Law Enforcement Contact</b>	<p>A person receiving services is charged with a crime or is the subject of a police investigation which may lead to criminal charges; an individual is a victim of a crime against the person receiving services; crisis intervention involving police or law enforcement personnel has occurred.</p>

# Critical Incident Report Form

## Definitions and Reporting Instructions

Descriptor	Definition
<b>Medical or Psychiatric Emergency</b>	<p>Admission of an individual to a hospital or psychiatric facility or the provision of emergency medical services (treatment by EMS) that results in medical care which is unanticipated and/or unscheduled for the individual and which would not routinely be provided by a primary care provider.</p> <p>Use Of:</p> <ul style="list-style-type: none"> <li>• Emergency Medical Services (example: emergency room care)</li> <li>• Emergency Psychiatric Services (example: mental health facility admission)</li> <li>• Life Saving Intervention (example: Heimlich, CPR)</li> </ul>
<b>Medication Discrepancy</b>	<p>A medication discrepancy is when one or more of the following occurs:</p> <ul style="list-style-type: none"> <li>• Wrong medication: an individual takes medication that is not prescribed for that individual. This includes taking medication after it has been discontinued or taking the incorrect medication because it was improperly labeled.</li> <li>• Wrong dose: An individual takes a dose of medication other than the dose that was prescribed.</li> <li>• Omitted dose: An individual does not take a prescribed dose of medication within the 24-hour period of a calendar day. An omitted dose does not include an individual's refusal to take medication.</li> <li>• Dose Refused: An individual's refusal to take medication resulting in a medical emergency or use of restraint</li> </ul>
<b>Missing Person</b>	<p>Reported whenever there is police contact regarding a missing person regardless of the amount of time the person was missing.</p>
<b>Neglect</b>	<p>Neglect includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Inability of a person to provide food, shelter, clothing, health care, or services necessary to maintain the mental and physical health of that person</li> <li>• Failure by any caretaker of a person to meet, either by commission or omission, any statutory obligation, court order, administrative rule or regulation, policy, procedure, or minimally accepted standard for care of that person</li> <li>• Negligent act or omission by any caretaker which causes injury or death to a person or which places that person at risk of injury or death</li> <li>• Failure by any caretaker, who is required by law or administrative rule, to establish or carry out an appropriate individual program or treatment plan for a person</li> <li>• Failure by any caretaker to provide adequate nutrition, clothing, or health care to a person</li> <li>• Failure by any caretaker to provide a safe environment for a person</li> <li>• Failure by any caretaker to provide adequate numbers of appropriately trained staff in its provision of care</li> </ul>
<b>Restraints</b>	<p>Restraints are reported whether or not they are included in a written and approved behavior plan. Restraints may be:</p> <ul style="list-style-type: none"> <li>• Personal (the application of pressure, except physical guidance or prompting of brief duration, that restricts the free movement of part or all of an individual's body).</li> </ul>

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	<ul style="list-style-type: none"> <li>• Mechanical (the use of a device that restricts the free movement of part or all of an individual’s body. Such a device includes an anklet, a wristlet, a camisole, a helmet with fasteners, a muff with fasteners, a mitt with fasteners, a posey, a waist strap, a head strap, and restraining sheet. Such a device does not include one used to provide support for functional body position or proper balance, such as a wheelchair belt or one used for medical treatment, such as a helmet used to prevent injury during a seizure.) It also means to cause a device that allows for free movement to be unusable such as locking a wheelchair or not allowing an individual access to technology.</li> <li>• Chemical (the use of a chemical, including a pharmaceutical, through topical application, oral administration, injection, or other means to control an individual’s activity and which is not a standard treatment for the individual’s medical or psychiatric condition).</li> <li>• By means of seclusion: involuntary confinement in a room that the person is physically prevented from leaving.</li> <li>• By means of isolation: forced separation or failure to include the person in the social surroundings of the setting or community.</li> </ul>
<b>Sentinel Death</b>	Death that is not primarily related to the natural course of the patient’s illness or underlying condition
<b>Severe Injury</b>	<p>Reported, regardless of the cause or setting in which it occurred, when an individual sustains physical injuries of sudden onset and a level of severity that requires immediate medical attention. This may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Traumatic brain injury</li> <li>• Spinal cord injury or fracture</li> <li>• Amputation - traumatic</li> <li>• Facial trauma</li> <li>• Acoustic trauma</li> <li>• Crush injury</li> <li>• Concussion</li> <li>• Fractured bone or skull</li> <li>• Jaw - Broken or dislocated</li> <li>• Cuts and puncture wounds</li> <li>• Collapsed lung</li> <li>• Myocardial contusion</li> <li>• Burns</li> <li>• Electrical injury</li> <li>• Hypovolemic shock</li> <li>• Subarachnoid hemorrhage</li> <li>• Subdural hematoma</li> <li>• Any other injury determined to be severe or traumatic by a physician, physician assistant, registered nurse, licensed vocational nurse/licensed practical nurse.</li> </ul>