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Critical Incident Awareness Training

2022 Compliance Training | Quality Improvement Dept.

Training Objectives

- Identify patients who are impacted

- Identify reportable Critical Incidents types and examples

- Understand the roles and individuals who are required to report Critical Incidents

- Understand and implement the process for reporting Critical Incidents

Introduction

- Critical Incident reporting applies to all Optum patients

- A Critical Incident is 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 patient and/or his or her caregiver

- Patients may be vulnerable to abuse or neglect for a variety of reasons including their medical or mental health conditions, disabilities, advanced age or frailty, social isolation, and poverty.

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Look and Listen for Critical Incidents in your healthcare setting

- Licensed professionals such as physicians, nurses, social workers and pharmacists are **mandated reporters**, meaning that the law requires these professionals to report any alleged, suspected or confirmed abuse or neglect.

- However, any Optum teammate or IPA office who becomes aware of a critical incident through interactions with a patient or family member <u>must</u> report the incident.

- Be vigilant in listening and watching for evidence of critical events, and reporting them appropriately to the authorities

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Reportable Events

Teammates are required to watch for and report incidents of abuse or neglect in our patient population, collectively called "critical incidents." These include:

- ❑ **Abuse**
- ❑ **Neglect**
- ❑ **Exploitation**
- ❑ **Disappearance**
- ❑ **Unexpected Death**
- ❑ **Inappropriate seclusion or restraints**
- ❑ **Serious life-threatening event**
- ❑ **Suicide**

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Critical Incident Definitions 1 of 2

Abuse – includes punishment as in striking a patient or willful use of offensive or demeaning language by a caretaker.

Neglect – failure by any caretaker to provide adequate nutrition, clothing, healthcare, or a safe environment for patient.

Exploitation – an act committed by a caretaker, relative, or other individual, and includes taking or misuse of property or resources such as money.

Disappearance of a Patient (Missing Person) – includes anytime there is police contact regarding a missing person regardless of the amount of time the person was missing.

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Critical Incident Definitions 2 of 2

Unexpected Death – death of individual is reported, regardless of the cause or setting in which it occurred.

Seclusion and Restraints – seclusion in the involuntary confinement to a place where the individual is physically prevented from leaving. Restraints can be personal, mechanical or chemical.

- Personal restraints can be restricting an individual of free movement.
- Mechanical restraint is similar, however, with mechanical there is use of a devise that restricts free movement, like hand mitts.
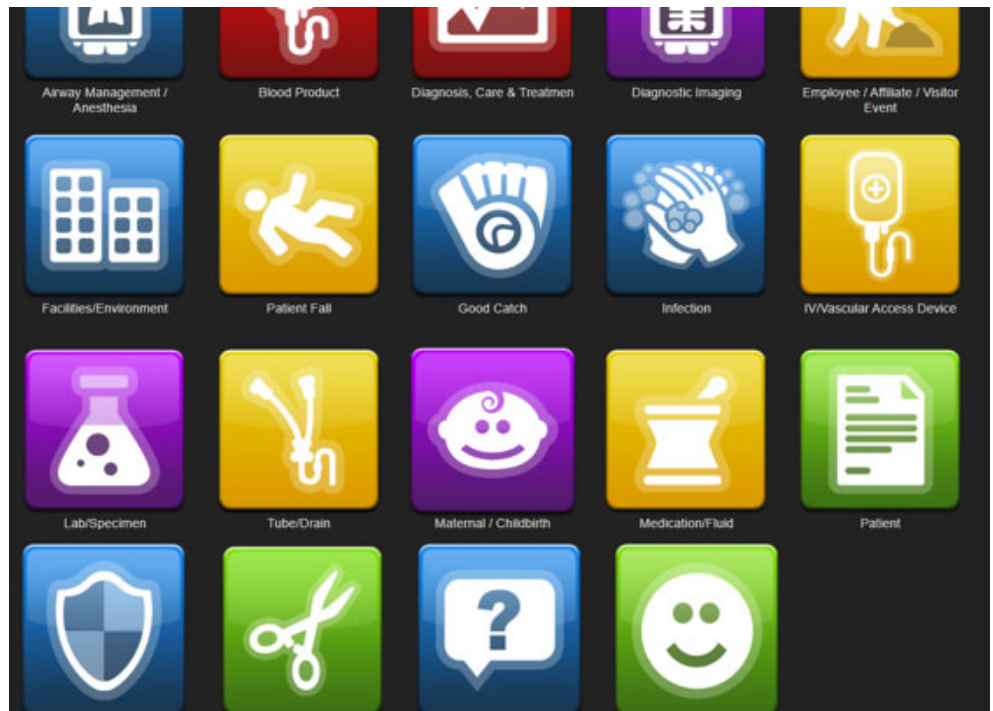- Chemical restraints can be the use of drugs to control the individual's activity.

Serious Life-Threatening Event – an event that requires immediate emergency evaluation by a medical professional. This can be a visit to the emergency room that results in medical care that was not anticipated and would not be routinely provided by a Primary Care Provider.

Suicide Attempt – an intentional act to takes one's life. This does not include verbal threats.

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How to report Critical Incidents

Proper authorities → Immediate Supervisor → RL Datix (event reporting)

❑ After reporting the incident to the proper authorities following your standard operating protocol, employees must also immediately report the incident to their direct supervisor.

❑ Document the incident in **RL Datix**, Optum's risk management reporting system.

- Use the 'Find a Form' search to narrow down event type results by key words

❑ Risk Management triages all RL Datix events to identify 'critical incidents' for follow-up, tracking, trending and reporting.

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Resources

❑ [LAPD Report Missing Person](http://www.lapdonline.org/lapd_adult_missing_persons_unit/content_basic_view/1883) http://www.lapdonline.org/lapd_adult_missing_persons_unit/content_basic_view/1883

❑ LA County Report Dependent Adult/Elder Abuse http://css.lacounty.gov/programs/adult-protective- services-aps/

❑ Orange County Report Elder/Disabled Abuse http://ssa.ocgov.com/elder/abuse

❑ Department of Social Services, Report Suspected Dependent Adult/Elder Abuse Form http://www.dss.cahwnet.gov/Forms/English/SOC341.pdf

❑ Policy QM-OPTUM-CA-007 Critical Incident Reporting

❑ RL Datix training: https://helloignite.io/event/ocEventReporting/static/Overview

Complete training based on your role within the organization.

- Frontline Data Entry Training: All team members. Complete training under frontline user training tab. Upon completion of your training, you will be prompted to sign an attestation form. Those will be routed to your manager to ensure completion of training.

- File Manager Training: Site Admins, CTS team members, and Medical Directors

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