

Cal MediConnect Critical Incidents



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Welcome



00:57

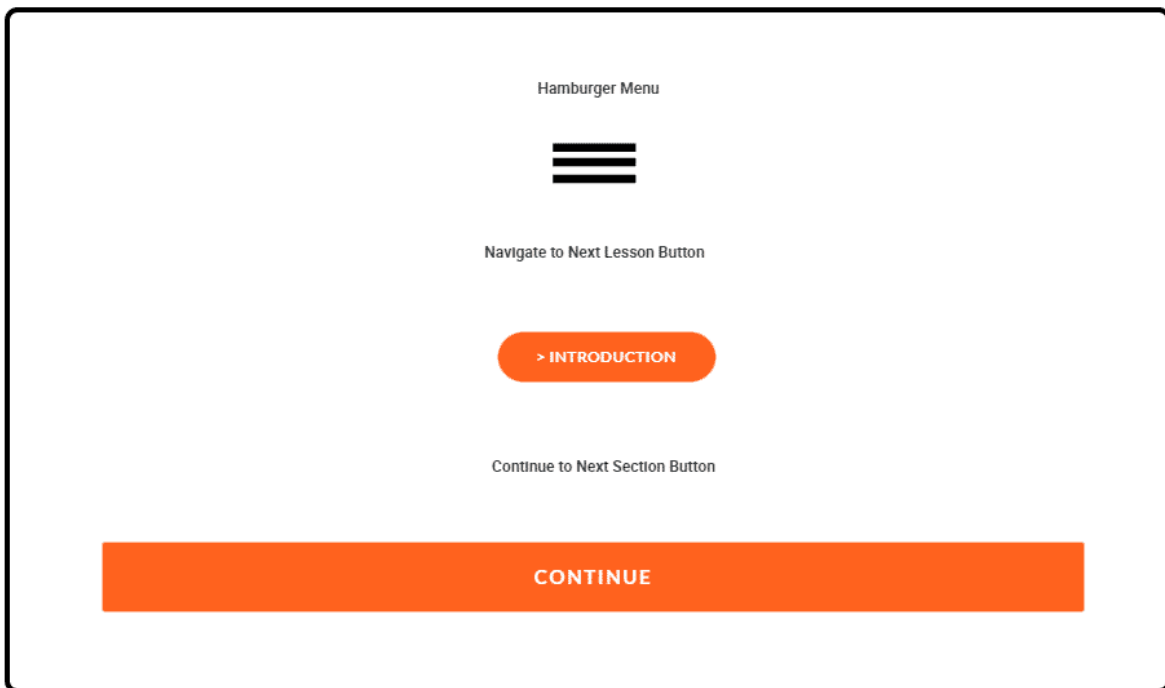
Welcome to CMC Cal MediConnect Critical Incidents

We have a great deal of important information to cover, so let's get started. My name is Rob and my name is Janet, we will be your hosts during this course.

Located in the upper left hand corner you will find what we call the hamburger menu. You can track your progress, and see what topics you need to complete. You can always revisit pages you have previously completed. But you can not skip ahead in the training without interacting with all the content of each page.

The course is designed with an automatic bookmark mechanism. When you return to the course you will continue from your automatic bookmark.

Below is an image of the navigation buttons and icons used in this presentation. If you do not see the CONTINUE button it means you have not completed the lesson or you need to simply scroll down the page.



Navigation Buttons

Introduction

> INTRODUCTION

Introduction



Members qualify for Cal MediConnect because they are receiving both Medicare and Medicaid benefits. This group includes people who may be vulnerable to abuse or neglect due to their medical or mental health conditions, disabilities, advanced age or frailty, social isolation, and poverty. For this reason, all participating health plans serving Cal MediConnect members are required to be vigilant in listening and watching for evidence of critical incidents, and reporting them appropriately to the authorities. In addition, L.A. Care tracks and monitors critical incidents in the Quality department within Health Services.

The training learning objectives for this session are that after you have completed the training you will be able to recognize reportable incidents, identify individuals who are required to report a critical incident, and understand the overall process for documenting and reporting critical incidents.

- 1 Recognize reportable critical incidents
- 2 Identify individuals who are required to report a critical incident
- 3 Understand the process for reporting critical incidents to authorities/reporting agencies and L.A. Care Quality Improvement (QI) Department

Background

> BACKGROUND

Background



Listening For Critical Incidents

If your position includes contact with members or with member information, you may become aware of a critical event when:

1

A member tells you

2

A member is admitted for a suicide attempt

3

A caregiver or family member with knowledge of the member's situation tells you

Always take a report of a critical event seriously.

External reporters within L.A. Care's network may include: Primary Care Providers, Hospitals, and Vendors. Anyone who becomes aware of a critical incident must report it. Reporters may be notified of a critical incident by a Member, caregivers, or family members, so it is important to know how to report a critical incident.

Reportable Events

> EVENTS

Reportable Events

For a review of Reportable Events click each of the blue labels below.

Reportable Events

As defined by L.A. Care's Critical Incident reporting/Tracking Policy

Critical Incidents

Disappearance

Inappropriate
Restraints or
Seclusion

Unexpected
Death

Abuse

Neglect

Suicide
Attempt

Exploitation

Serious Life
Threatening
Event



Complete the content above before moving on.

Next we will look at who's required to report critical incidents

When & Whom To Report

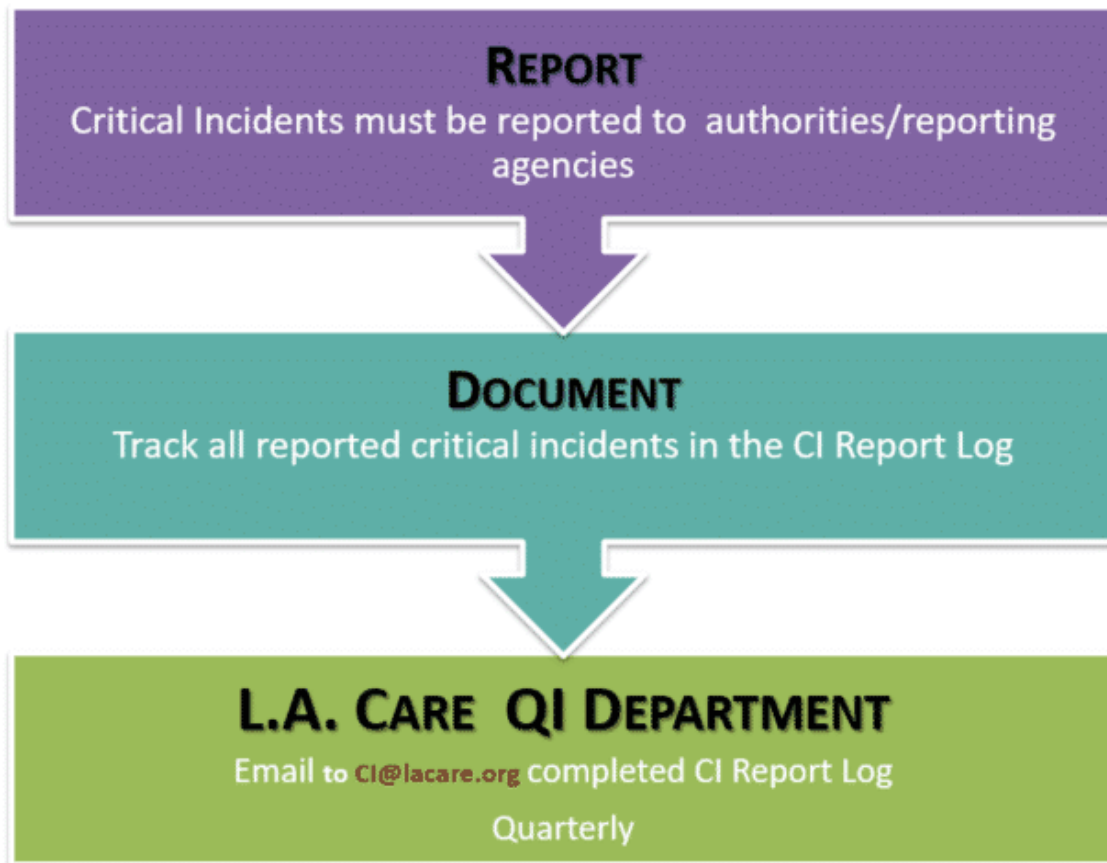
> WHEN

When & to Whom to Report

Upon becoming aware of a critical incident, critical incident should be reported to the appropriate authority, such as Adult Protective Services. Providers and vendors may follow their own internal processes for reporting critical events to authorities. After reporting the incident to the proper authorities, the provider or vendor must also report the incident to L.A. Care in the CI Report Log.

Remember, all critical incidents MUST be reported to the Quality Improvement Department every quarter via secured/protected encryption to CI@lacare.org

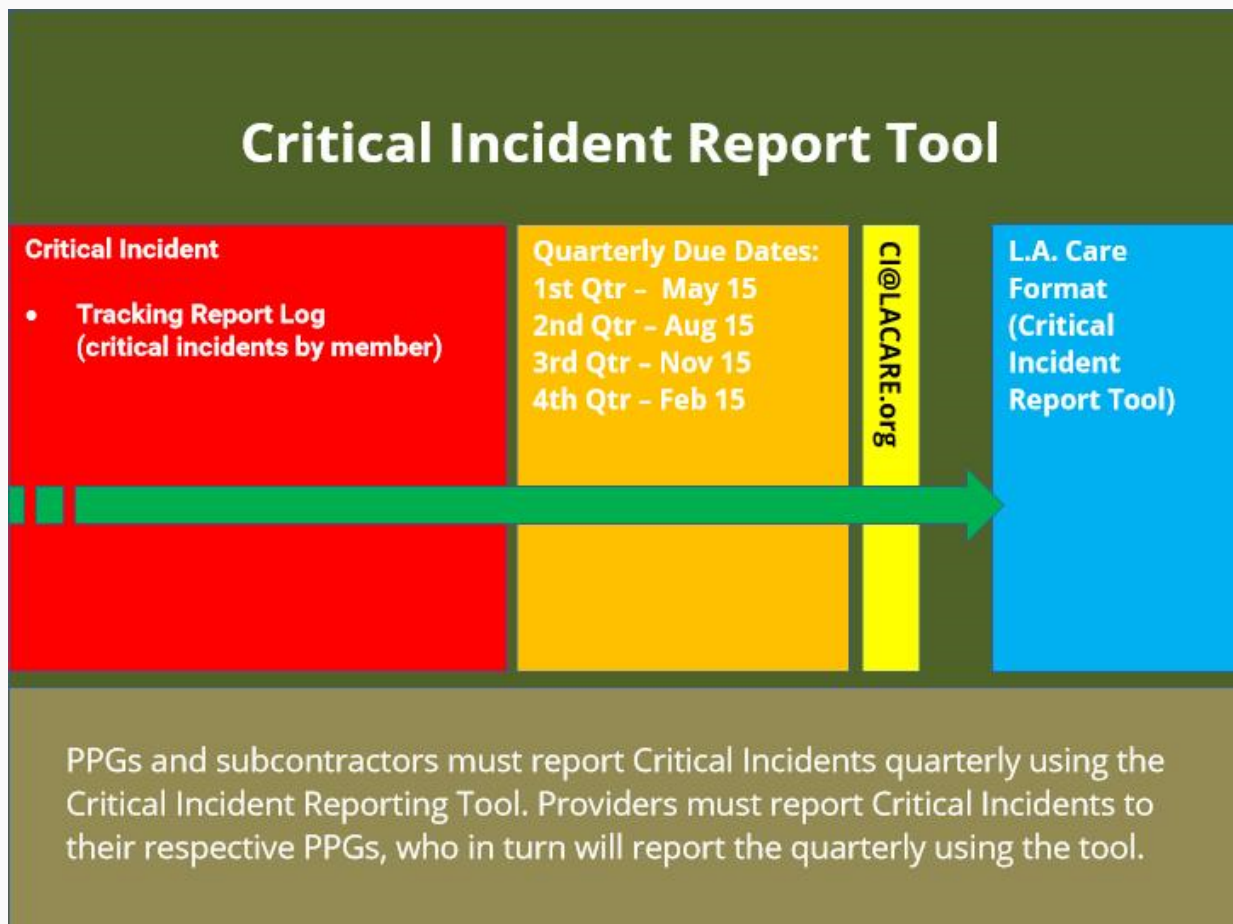
L.A. Care staff are to report identified critical incident within 2 days.



How To Report A Critical Incident

> [HOW TO REPORT](#)

How To Report A Critical Incident



PPGs and Subcontractors report on a quarterly basis using the Critical Incident Reporting tool.

They are audited for compliance. Providers report a Critical Incident to their respective PPG, who will report it

using the Critical Incident Reporting Tool.

Reporting Schedule

Schedule (Ref: PARTICIPATING PHYSICIAN GROUP SERVICES AGREEMENT EXHIBIT P.2A)

Key Resources

[> RESOURCES](#)

Key Resources

Key Resources include the critical incident policy and procedure, the Centers for Medicare and Medicaid, and the Los Angeles Police Department

As part of Cal Medi-Connect, the three-year voluntary program for people with both Medicare and Medi-Cal, L.A. Care is required to collect and track Critical Incidents by enrollee and make referrals to the appropriate agencies for follow up.

Reporting Critical Incidents is governed by several authorities that include:

- CMS Medicare Managed Care Manual
- California Health and Safety Code
- Code of Federal regulations and the California Readiness Review Criteria (which is the criteria L.A. Care must abide by to manage the Cal Medi-Connect members)

1

L.A. Care Policy & Procedure: Critical Incident Reporting QI-027

2

The Centers for Medicare and Medicaid Services and the State of California: California Readiness Review

3

LAPD

http://www.lapdonline.org/lapd_adult_missing_persons_unit/content_basic_view/1883

Authorities

- Medicare Managed Care Manual (MMCM), Ch.5 "Quality Assessment," Section 30.1.1
- California Health & Safety Code, Section(s) 1368-1368.03
- Title 42 Code of Federal regulations (CFR) §422.152 (1) (3)
- The Centers for Medicare and Medicaid (CMS) and the state of California: California Readiness review Criteria

Post Assessment

[>POST ASSESSME...](#)

Post Assessment

Question

01/05

A “critical incident” is an incident in which the member is exposed to abuse, neglect or exploitation, a serious, life threatening, medical event that requires immediate emergency evaluation by medical professional(s), the disappearance of the member, a suicide attempt by the member, death of the member, and restraint or seclusion of the member.

True

False

Question

02/05

Abuse is a Critical Incident. Check if any of the following is considered Abuse (select all that apply):

- Willful use of offensive, abusive, or demeaning language by a caretaker that causes mental anguish of any member
- Knowing, reckless, or intentional acts or failures to act which cause injury or death or which placed that member at risk of injury or death
- Rape or sexual assault
- Corporal punishment or striking
- Unauthorized use or the use of excessive force in the placement of bodily restraints
- Use of bodily or chemical restraints, which is not in compliance with federal or state laws and administrative regulations

Question

03/05

A family member called to report her 65 years old grandmother wandered off and they could not find her.

- Report to Adult missing person unit
- Instruct the family member to continue to search and report again if they could not find her after few more days

Question

04/05

Who is required to report a Critical Incident?

- Social Worker
- Case Manager
- Primary Care Physician
- L.A. Care's employees and network providers who are aware of a critical incident are mandated to report the incident
- All the above

Question

05/05

After the incident is reported to the authorities/agency, L.A. Care requires all reports to be submitted to CI@lacare.org.

True

False

Exit Course

To exit the tutorial click the **Exit Course** button.

EXIT COURSE