

Adverse and Critical Incident Awareness



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Training Objectives

Essential Goals for Effective Reporting

- **Recognizing Reportable Incidents:** learn to identify situations that constitute reportable incidents under state regulations and professional standard, ensuring thorough documentation.
- **Identifying Reporting Personnel:** awareness of reporting responsibilities, including the specific roles of various personnel involved in the process.
- **Understanding Reporting Processes:** understanding of the protocols for reporting incidents will ensure timely actions are taken, enhancing patient safety and compliance.



Introduction to Adverse and Critical Incidents

Overview and Importance



Establishment of Objectives

Aim to provide necessary knowledge and skills to identify and address adverse and critical incidents effectively, ensuring a safe environment for patients.



Significance of Critical Incidents

Recognize the nature of critical incidents is essential for safeguarding patient's and adhering to professional standards, ultimately promoting better health care outcomes.



Regulatory Compliance

Understand and adhering to the Managed Care requirements and state regulations, essential to maintain compliance, enhance quality assurance and reduce liability and risks.



Adverse Incidents

An Adverse Incident is any event that negatively impacts a member's health, safety, or well-being, occurring during the delivery of health care services or related activities. These incidents may or may not result in harm but indicate a departure from expected care standards.

Examples:

- Medication errors (wrong drug or dose administered)
- Treatment delays resulting in member harm
- Falls or injuries during care
- Provider misconduct (verbal abuse, neglect) Failure to follow care protocols

Critical Incidents

A Critical Incident is a serious event involving potential or actual harm to a member, often requiring immediate intervention and regulatory reporting. It generally reflects a higher severity than an adverse incident.

Examples:

- Abuse, neglect, or exploitation of a member (confirmed or suspected)
- Death (especially unexpected or unexplained)
- Suicide attempt or suicidal ideation requiring intervention
- Elopement (e.g., cognitively impaired member missing from care setting)
- Serious injury or hospitalization due to neglect or unsafe conditions



Reportable Critical Incidents

- Abuse
- Neglect
- Exploitation
- Disappearance of a Member (Missing person)
- Human Trafficking
- Seclusion and restraints
- Unlicensed Activities
- Serious, life threatening event against
 - a member/provider or practitioner
 - A LIBERTY facility or LIBERTY employee



Definition of Key Terms

Clarity on Critical Concepts

- **Defining Physical Abuse:** manifests as intentionally causing bodily harm to a patient, which can include hitting, slapping or other physical aggression – important for recognition and reporting.
- **Understanding Neglect:** involves a failure to provide necessary care, resulting in harm or risk to the patient, exemplifying various types such as emotional or medical neglect.
- **Exploration of Exploitation:** refers to the illegal or unethical use of vulnerable individuals for personal gain, highlighting significant legal repercussions in a healthcare context.



Understanding Missing Persons and Human Trafficking



Understanding Missing Persons

Encompasses individuals whose whereabouts are unknown and who may be at risk; it is critical for health personnel to recognize when a patient may fall into this category.



Legislation on Human Trafficking

Overview of laws illustrate the complex legal responsibilities healthcare providers have in identifying and aiding victims of trafficking.



Indicators in Healthcare Setting

Signs may indicate a trafficking victim's presence; it's essential to train staff to identify these indicators during patient interactions.



Seclusion, Restraints, and Unlicensed Activities

Practices and Responsibilities



CLARIFYING SECLUSION AND RESTRAINTS SECLUSION REFERS TO ISOLATING A PATIENT TO PREVENT HARM, WHILE RESTRAINTS ARE PHYSICAL DEVICES INTENDED TO RESTRICT MOVEMENT; BOTH PRACTICES WARRANT CAREFUL CONSIDERATION AND ADHERENCE TO GUIDELINES.



RISKS OF UNLICENSED ACTIVITIES ENGAGING IN UNLICENSED ACTIVITIES EXPOSES DENTAL OFFICES TO SIGNIFICANT RISKS, INCLUDING LEGAL RAMIFICATIONS AND ETHICAL BREACHES, NECESSITATING CLARITY ON WHAT CONSTITUTES LICENSED PRACTICE.



ESSENTIAL REPORTING REQUIREMENTS IT IS VITAL FOR STAFF TO UNDERSTAND THE REPORTING OBLIGATIONS ASSOCIATED WITH UNLICENSED PRACTICES, REINFORCING ACCOUNTABILITY AND ADHERENCE TO STANDARDS.



Who is Required to Report Critical Incidents

Plan Employees

Crucial for plan employees to understand their obligations in reporting critical incidents; adherence ensures a collective effort in patient safety.

Providers and Staff

Healthcare providers and office staff share an obligation to report incidents

Vendors/Stakeholders

Active participation in reporting from all vendors and stakeholders strengthens in overall safety culture within healthcare environments, establishing a united front against incidents.



How to Report a Critical Incident

A Clear and Efficient Reporting Process

Step 1:

- You are responsible for reporting critical incident(s) to your Department Lead to immediately contact the authorities.

Step 2:

- Complete Critical Incident Form located on SharePoint. [Located Here](#)

Step 3:

- Route to ci@libertydentalplan.com for proper tracking, monitoring and State/Client reporting.



Key Resources

- Medicare Managed Care Manual (MMCM), Ch. 5 "Quality Assessment," Section 30.1.1
- California Health & Safety Code, Section(s) 1368-1368.03
- Nevada Administrative Code 449.74491
- AHCA Chapter 19 Attachment II, Section I
- Title 42 Code of Federal regulations (CFR) §422. 152 (1) (3)

Adverse and Critical Incident Training

By clicking the **Submit** button below, I acknowledge and certify that I have read and understand the Critical Incident Overview and will comply with the policies and procedures contained in this document.

>> I have read and understand the Critical Incident Training Overview <<



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