

## Critical Incident Reporting (CIR) Categories

Event	Definition	Not reportable on CIR
Death of a Member	Unanticipated death occurring in a treatment setting, completed suicides, overdose, apparent serious physical accidents and/or suspicious deaths	<ul style="list-style-type: none"> <li>○ Member death occurs after discharge from Provider care.</li> <li>○ Member death occurring due to natural causes</li> <li>○ Provider notified of Member death and cause of death unknown</li> </ul>
Suicide attempt	The actual occurrence of a potentially lethal suicide attempt that <b>requires medical treatment greater than first aid</b> † and/or the individual suffers or could have suffered significant injury. All suicide attempts while <b>on Provider site or Provider is present</b> should be reported.	<ul style="list-style-type: none"> <li>○ Suicidal threats.</li> <li>○ Self-injurious behaviors that do not result in injury requiring medical treatment greater than first aid.</li> </ul>
Overdose	Overdose of either prescription, legal, or illegal substances that require treatment greater than first aid or that occur <b>on Provider site or while Provider is present.</b>	<ul style="list-style-type: none"> <li>○ Member overdose occurs in mental health outpatient program (MHOP) level of care and does not need treatment greater than first aid.</li> <li>○ Member in substance abuse intensive outpatient program (SA IOP) takes more than prescribed meds but is not on Provider site or the Provider is not present.</li> </ul>
Medication error resulting in the need for <b>urgent or emergent medical intervention</b> ††	Administration of an incorrect medication, dosage, or a missed medication on Provider site where Member suffers a medical consequence that requires urgent or emergent medical treatment to offset the effect of the error.	<ul style="list-style-type: none"> <li>○ Member refuses to take medication prescribed.</li> <li>○ A medication is given at the wrong time, but there are no adverse effects to the Member.</li> <li>○ An incorrect dose of medication is taken, but there are no adverse side effects.</li> <li>○ A nursing assessment or physician consult does not need to be reported, as it is not deemed emergent care.</li> </ul>
Fire and/or law enforcement	Any Member event requiring fire department or law enforcement agency engagement <b>while Member is on Provider site or Provider is present.</b>	<ul style="list-style-type: none"> <li>○ Member who is receiving community-based services and is arrested while at home, or sent to prison.</li> <li>○ Member is in RTF and fire department responds to alarm being pulled and Member is not involved in incident</li> </ul>
Serious injury to Member	Injury of Member <b>while on the Provider site or Provider is present</b> that requires medical treatment <b>greater than first aid.</b>	<ul style="list-style-type: none"> <li>○ Scheduled appointments with medical personnel on outpatient or inpatient basis.</li> <li>○ Injuries that occur while Member is at home, unless the level of care Provider staff was present when injury occurred.</li> </ul>
Life-threatening illness of a Member	Any life-threatening illness requiring hospitalization while on the <b>Provider site or Provider is present</b>	<ul style="list-style-type: none"> <li>○ Member using emergency room for medical assessment or treatment and is not admitted.</li> <li>○ Medical inpatient hospitalization that results from a previously diagnosed chronic illness (e.g., diabetes, epilepsy) and the treatment is part of the normal course of care.</li> </ul>
Elopement	A Member receiving treatment in a behavioral health residential setting providing around-the-clock care who is out of contact with staff.	<ul style="list-style-type: none"> <li>○ Elopement from classroom to another part of school.</li> <li>○ Member leaves residential treatment facility building but remains in staff sight at all times.</li> </ul>

Member <b>injury</b> due to restraint or seclusion or <b>improper use</b> of restraint or seclusion.	An injury occurs to a Member during a restraint or seclusion that requires medical treatment greater than first aid <b>OR</b> improper use of restraint or seclusion, which may include wrong technique used and use of prone restraint.	<ul style="list-style-type: none"> <li>○ A restraint occurs that results in an inadvertent Member scratch/bruise where no allegations of abuse are made. (If allegations made, submit under Allegation of Abuse).</li> <li>○ Member injury due to physical aggression prior to restraint. (Follow injury reporting protocol).</li> </ul>
Any condition that results in a temporary closure of a behavioral health residential treatment facility providing around-the-clock care.	Flooding, fire, or physical damage, etc., to a 24-hour Level of Care facility that requires the relocation of residents.	<ul style="list-style-type: none"> <li>○ Minor water damage to a facility that does not necessitate the temporary closure or relocation of residents.</li> <li>○ Bed bugs or lice reported in a facility which result in Members needing to change rooms and/or units.</li> </ul>
Provider Preventable Conditions (PPC)	An umbrella term for hospital and non-hospital acquired conditions and defined as two distinct categories, Health Care-Acquired Conditions (HCAC) and Other Provider-Preventable Conditions (OPPC).	<ul style="list-style-type: none"> <li>○ Member received therapy at the wrong date/time.</li> <li>○ Member developed a cold while receiving Mental Health Inpatient Services.</li> </ul>
Allegations of abuse <b>by a Provider</b>	Any act of alleged or suspected abuse or neglect of a Member, which could include physical, verbal, psychological or sexual abuse, exploitation, neglect and/or misuse of a Member's funds.	<ul style="list-style-type: none"> <li>○ <b>None.</b> All allegations that meet mandated reporting requirements should be reported to appropriate agencies and PerformCare.</li> </ul>
Allegations of abuse by <b>peer</b>	Any act of alleged or suspected sexual or physical abuse by a peer <b>while on Provider site/Provider is present.</b>	<ul style="list-style-type: none"> <li>○ Member is in MHOP and gets into a physical altercation at school with a peer.</li> </ul>
<b>Consensual</b> sexual contact between peers	Sexual contact between a Member and a peer both under the age of 18 <b>while on Provider site/Provider is present</b> that is reported to be consensual by both parties after interviews.	<ul style="list-style-type: none"> <li>○ Member receiving MHOP reports consensual sexual contact with a peer in the community.</li> <li>○ Incidents of consensual sexual contact in a facility for Members over the age of 18.</li> </ul>
Severe physical aggression	Physical aggression which results in serious damage to property or injury greater than first aid to staff or peers <b>while on Provider site/Provider is present.</b>	<ul style="list-style-type: none"> <li>○ Physical aggression that does not result in injury or damage.</li> <li>○ Member throws a chair and causes no damage to wall/floor.</li> </ul>
Other occurrence representing <b>actual or potentially serious harm</b> to a Member	Examples of things that may be reported under this category include: <ul style="list-style-type: none"> <li>○ Staff using illegal substances /impaired judgement while supervising Members.</li> <li>○ Member gaining access to contraband while on the Mental Health Inpatient Unit.</li> </ul>	<ul style="list-style-type: none"> <li>○ Member discharge from any level of care.</li> <li>○ Inpatient mental health hospitalizations.</li> <li>○ Verbal aggression.</li> <li>○ Suspension from school.</li> <li>○ Change of guardianship.</li> <li>○ Inability to contact Member.</li> <li>○ Crisis evaluations.</li> </ul>
† <b>First aid</b>	Assessing a condition, cleaning an injury, applying topical meds, applying a band aid, etc. Screening and medical assessment measures such as X-rays, exams, CT scans, etc. are not considered treatment greater than first aid, unless testing indicates injury requiring treatment more extensive than first aid, then CIR criteria is met.	
†† <b>Urgent or emergent medical intervention</b>	Treatment provided by a medical profession greater than physical evaluations and vital signs.	