



# Critical Incident Reporting Training Quality Contractual & Regulatory

Updated November 2021

# Agenda

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Incident Categories Defined

# What is a Critical Incident?

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 shall include, but are not limited to, the following: medication errors, severe injury or fall, theft, suspected physical or mental abuse or neglect, financial exploitation, and death of a member.

**CRITICAL**

# Why Report Critical Incidents?

- Ensure member/patient safety
- Avoid repeatable errors
- Address areas of concern
- Comply with regulatory reporting requirements



# Mandatory Reporters

Virginia legal code defines mandatory reporters as:

- Any person licensed, certified, or registered by health regulatory boards listed in Code of Virginia § 54.12503, except persons licensed by the Board of Veterinary Medicine.
- Any mental health services provider as defined in § 54.1-2400.1.
- Any emergency medical services personnel certified by the Board of Health pursuant to § 32.1-111.5.
- Any guardian or conservator of an adult.
- Any person employed by or contracted with a public or private agency or facility and working with adults in an administrative, supportive, or direct care capacity

# Critical Incident Categories

## **Quality of Care**

A quality-of-care incident is 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 involving a sentinel death (not primarily related to the natural course of the patient's illness or underlying condition for which the member was being treated or monitored by a medical professional at the time of the incident) or serious physical or psychological injury, or the risk thereof.

## **Other Critical Incident**

An event or situation that creates a significant risk to the physical or mental health, safety, or well-being of a member not resulting from a quality of care issue and less severe than a Sentinel Event.

# Reportable Critical Incidents

<b>Abuse</b>	<b>Attempted Suicide</b>	<b>Deviation from Standards of Care</b>	<b>Exploitation, Financial, or Other</b>
<b>Medical Error</b>	<b>Medication Discrepancy</b>	<b>Missing Person</b>	<b>Neglect</b>
<b>Sentinel Death</b>	<b>Serious Injury</b>	<b>Theft</b>	<b>Other</b>

# What to Report to Virginia Premier

Providers shall provide Virginia Premier with the following information for any suspected abuse, neglect, exploitation reported to APS or CPS:

- Member name, address, and telephone number
- Date of Birth or age, sex, and race
- Member ID or Medicaid ID
- Provider name and NPI and contact number
- Nature of incident
- Name of agency notified and reference number
- Contact person
- Date and time reported
- Names and ages of other persons living with the member, including relationship
- Name, address, and telephone number of suspected abuser, including relationship to member

# When to Report to Virginia Premier

The maximum timeframe for reporting a Critical Incident is twenty-four (24) hours.

The initial report of a Critical Incident within twenty-four (24) hours may be submitted verbally.

A follow-up written report must be submitted within forty-eight (48) hours from the identification of the Critical Incident.

# Reporting Options

Immediately report alleged abuse, neglect, or exploitation related Critical Incidents to:

- Adult Protective Services (APS): 1-888-832-3858
- Child Protective Services (CPS): 1-800-552-7096
- Email: [dssreporting@virginiapremier.com](mailto:dssreporting@virginiapremier.com)

Within 24 hours, email or fax all Critical Incidents via the Critical Incident Report Form located on our website, [www.virginiapremier.com](http://www.virginiapremier.com), to:

- Email: [criticalincident@virginiapremier.com](mailto:criticalincident@virginiapremier.com)
- Critical Incident Fax Line: 804-200-1962  
or
- Call Virginia Premier at 1-877-719-7358, option 2, 4

# Critical Incident Reporting Form

 

## Critical Incident Report

**Program:** MCO **Incident Category:**

**Member Information:**

Last Name	First Name	Date of Birth	Gender
Dually Eligible?	Medicaid ID	Medicare ID	Member Classification at Time of Incident

**Incident Information:**

Incident High-Level Description - Check all that apply

<input type="checkbox"/> Abuse	<input type="checkbox"/> Medication discrepancy	<input type="checkbox"/> Theft
<input type="checkbox"/> Attempted suicide	<input type="checkbox"/> Missing person	<input type="checkbox"/> Other
<input type="checkbox"/> Deviation from standards of care	<input type="checkbox"/> Neglect	<input type="checkbox"/>
<input type="checkbox"/> Exploitation, financial or otherwise	<input type="checkbox"/> Sudden death	<input type="checkbox"/>
<input type="checkbox"/> Medical Error	<input type="checkbox"/> Serious injury	<input type="checkbox"/>

**Discovery of Incident:**  **Discovery of Incident:**  **Report of Incident:**

**Location/Address of Incident:**

**Incident Detailed Description (use additional pages if necessary):**

**Cause of Death (if applicable):**

**Providers Involved in Incident:**

Provider (1)	Name	NPI Number	Contact Information (phone or e-mail)
Address	<input type="button" value="View All Providers"/>		
Provider (2)	Name	NPI Number	Contact Information (phone or e-mail)
Address	<input type="button" value="View All Providers"/>		

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## Critical Incident Report

**Source of Critical Incident Data:**  
Personal or Professional Relationship to Member (e.g., member's sister, caregiver, care coordinator, etc.)

Contact Name	Contact E-mail	Contact Phone Number
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**Other Individuals/Witnesses:**

Name	E-mail	Phone Number
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**External Agencies Contacted (DPS, CPS, law enforcement, etc.):**

Agency	Agency Contact Name	Phone Number	Date of Report
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**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:**

\* Waiver classification is specifically for the "CCC Plus" waiver. Do not include DD waiver members in this classification.

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# Reportable Incidents Defined

# Abuse

Abuse includes, but is not limited to, the following:

- Willful use of offensive, abusive, or demeaning language by a caretaker that causes mental anguish
- 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
- Rape or sexual assault
- Corporal punishment or striking of an individual
- Unauthorized use or the use of excessive force in the placement of bodily restraints on an individual
- Seclusion

## Attempted Suicide

A nonfatal self-directed potentially injurious behavior with any intent to die as a result of the behavior. A suicide attempt may or may not result in injury.

## Deviation from Standards of Care

Deviation from the standards of care, either by error, omission, or delay, or failing to make good use of available resources for meeting the standards of care.

## Exploitation, Financial or Other

Exploitation includes, but is not limited to, the following:

- The taking or misuse of property or resources of a person by means of undue influence, breach of fiduciary relationship, deception, harassment, criminal coercion, or other unlawful or improper means;
- The use of the services of a person without just compensation; or
- The use of a person for the entertainment or sexual gratification of others under circumstances that cause degradation, humiliation, or mental anguish.

# Medical Error

A preventable adverse effect of care, whether or not it is evident or harmful to the patient. This might include an inaccurate or incomplete diagnosis or treatment of a disease, injury, syndrome, behavior, infection, or other ailment.

# Medication Discrepancy

A medication discrepancy is when one or more of the following occurs:

- 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.
- Wrong dose: An individual takes a dose of medication other than the dose that was prescribed.
- 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.
- Dose Refused: An individual's refusal to take medication resulting in a medical emergency or use of restraint

## Missing Person

Reported whenever there is police contact regarding a missing person regardless of the amount of time the person was missing.

# Neglect

Neglect includes, but is not limited to, the following:

- Inability of a person to provide food, shelter, clothing, health care, or services necessary to maintain the mental and physical health of that person;
- 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;
- 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;
- 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;
- Failure by any caretaker to provide adequate nutrition, clothing, or health care to a person;
- Failure by any caretaker to provide a safe environment for a person

## Sentinel Death

Unexpected “Sentinel” Death (e.g., suicide, intrapartum maternal death, death of full-term infant, or any other death that is unrelated to the natural course of patient’s illness or underlying condition).

## Serious Injury

An event that specifically includes loss of limb or function that leads to permanent or severe temporary harm.

# Theft

Taking the personal property of another without permission or consent and with the intent to deprive the rightful owner of it.

Thank you for participating in the  
Critical Incident Reporting Training