



HOW DO I REPORT AN INCIDENT?

Always adhere to your employer’s policy/procedure to ensure you are following your regulatory requirements.

EVENTS TO BE REPORTED

FOR ALL INCLUSA MEMBERS – Identify, respond to, document, and notify Includa within one (1) business day (24 hrs.) when an Includa member, as a result of his/her participation or receipt of provider services, is involved in, or subjected to, any of the following types of incidents or events:

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|--------------------------------------------------|------------------------------------------------|---------------------------------------------------------------|
| • Death | • Missing Person/Elopement | • Unapproved Use of Restrictive Measures (Includes Isolation) |
| • Emotional Abuse | • Neglect | • Emergency Use of Restrictive Measures (includes Isolation) |
| • Exploitation | • Physical Abuse | • Other – any other event resulting in significant harm. |
| • Falls | • Self-neglect | |
| • Financial Exploitation (includes random theft) | • Sexual Abuse | |
| • Medication Errors | • Treatment Without Consent | |
| • Admission to state IMD/ITP | • Abuse, Unreasonable Confinement or Restraint | |

REPORTING BASICS

Who should I report to? Report to the Includa interdisciplinary team (IDT): Community Resource Coordinator (CRC – social worker) or Health and Wellness Coordinator (HWC – nurse).

- ▶ For any incident that is not yet resolved or any incident that resulted in serious harm or injury to the member, the provider must ask to speak to a Member Support Manager or Senior Manager to immediately make a report. If a manager is unavailable, the provider will speak with the Receptionist to be redirected or leave a message.

What should be reported? Report on any of the above identified events involving a member and/or staff, or others surrounding a member. Be sure to note where the incident occurred (include event location as well as location within a facility, if in a residential setting). Also indicate the extent of injury or harm (including property damage) and what if any medical intervention was warranted for member or others because of member’s actions.

How should I report? It is best to contact the IDT by phone and, if they are unavailable, to leave a message. Other options may be to use your employer’s internal reporting form or the optional [Provider Incident Report Form](#) available on our website at www.Includa.org/Providers/Resources. Either of these options may be faxed or emailed. You may also email a summary of the incident to the IDT Team.

When should I report? Incidents should be reported **within one business day (24 hrs.)** of your becoming aware of the incident.

- ▶ Providers and Includa staff will work collaboratively, as warranted, to ensure all such incidents or allegations are investigated by appropriate authorities. Be sure to inform Includa of referrals to external investigative authorities along with the date of the referral.
- ▶ Appropriate authorities may include: Wis. Division of Quality Assurance (DQA), responsible for licensing all home health agencies, licensed Adult Family Homes (AFH), assisted living and skilled nursing facilities; Wis. Department of Health Services (DHS) and Office of Caregiver Quality (OCQ); law enforcement officials, Adult Protective Services (APS), etc.

For a more complete overview of incident reporting, see the **Provider Incident Report Training** presentation, also available at www.Includa.org/Providers/Resources.