



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:

- Death
• Emotional Abuse
• Falls
• Financial Exploitation (includes random theft)
• Medication Errors
• Missing Person/Elopement
• Neglect
• Physical Abuse
• Self-neglect
• Sexual Abuse
• Treatment/Administration of Medication Without Consent
• Unplanned or Unapproved Involvement of Law Enforcement and/or the Criminal Justice System
• Unplanned or Unapproved Use of Isolation or Seclusion
• Unplanned or Unapproved Use of Restraint(s), Restrictive Measures or Interventions

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 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).

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.
▶ 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.