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 Inclusa within one (1) business day (24 hrs.) when an Inclusa 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 Inclusa 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.Inclusa.org/Providers/Resources](http://www.Inclusa.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 Inclusa 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.Inclusa.org/Providers/Resources](http://www.Inclusa.org/Providers/Resources).