

Steps to Writing an Incident Report

PLEASE NOTIFY YOUR SUPERVISOR OF ANY INCIDENTS THAT OCCURRED WHETHER YOU THINK THEY ARE SIGNIFICANT OR NOT. IT IS NOT YOUR JOB TO DETERMINE IF AN INCIDENT IS A UI OR AN MUI. YOUR JOB IS TO REPORT THE INCIDENT IMMEDIATELY.

Once you're logged in to report work, select **Consumer Information** and use the drop down box to select **UI Report**.

Click under **Report Filter the By Consumer** option and select which consumer you will be writing the report for.

Select **Add New Report**.

Fill out the date and time of the incident, staff that was on duty with you, if any other clients were involved, and if you witnessed or discovered the incident.

Select a location. If a location isn't listed, select other and type the location in the **other** box.

If there was an **injury** to the body, select the body location by clicking in the box and then select the **body part** by clicking the box. If a body location or part isn't listed, select **other** and type which body location and part in the "other" box.

Describe what happened **PRIOR** to the incident. Avoid "I think, I believe" statements. Only present the facts.

Next, **describe the incident** with as much detail as possible. Please use proper grammar and punctuation.

State if a **Restraint** was used. If yes, how long?

Type your name, title, and date.

Select **Type** by clicking the box, or if other, enter information in the **other** box.

Under Medical Assessment / Treatment – Include if squad was called, if the client was transported by staff, which medical facility, if any testing or treatment was given, if any meds were prescribed, etc.

Fill out the **Medical Attention Provided By** and date treatment was provided box.

Scroll to the bottom and hit submit (one time, there might be a slight delay). Your part of the incident is completed. If you made any phone calls, you may need to notify your supervisor of the time phone calls were made.

Note: You only have 15 minutes to fill out the report before the computer times out and you will not be able to save your work.

Unusual Incidents and Major Unusual Incidents & Reporting Procedures

Unusual Incident - (UI - usually non-serious in nature) An event or occurrence involving an individual that is not consistent with routine operations, policies and procedures, or the individual's care or individual service plan, but is not a major unusual incident.

Major Unusual Incident - (MUI - serious in nature) The alleged, suspected, or actual occurrence of an incident when there is reason to believe the health or welfare of an individual may be adversely affected or an individual may be placed at a likely risk of harm. These are the types of MUI's taken from **Ohio Administrative Code 5123.2-17-02**:

Category A – may be investigated by Law Enforcement, Children's Services, and/or County Board Investigative Agents.

1. **Accidental or Suspicious Death** – the death of an individual resulting from an accident or suspicious circumstances.
2. **Exploitation** – means the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.
3. **Failure to Report** – means that a person, who is required to report and has reason to believe that an individual has suffered or faces a substantial risk of suffering any wound, injury, disability, or condition of such a nature as to reasonably indicate abuse, misappropriation, exploitation, or neglect and such person does not immediately report such information to a law enforcement agency or a county board.
4. **Misappropriation** – means depriving, defrauding, or otherwise obtaining the real or personal property of an individual by any means prohibited by the Revised Code, including Chapters 2911 and 2913 of the Revised Code.

5. **Neglect** – means when there is a duty to do so, failing to provide an individual with any treatment, care, goods, supervision or services necessary to maintain the health and welfare of the individual.

6. **Physical Abuse** – use of physical force than can reasonably be expected to result in physical harm or serious physical harm. Such force may include, but is not limited to; hitting, slapping, pushing, or throwing objects at an individual.

7. **Prohibited Sexual Relations** - means a DD employee engaging in consensual sexual conduct or having consensual sexual contact with an individual who is not the employee's spouse and for whom the employee was employed or under contract to provide care or supervise the provision of care at the time of the incident.

8. **Rights Code Violation** – any violation of the rights enumerated in section 5123.62 of the ORC that creates a likely risk of harm to the health or welfare of an individual.

9. **Sexual Abuse** – means unlawful sexual conduct or contact and the commission of any act prohibited by section 2907.09 of the ORC (e.g. public indecency, importuning, and voyeurism)

10. **Verbal Abuse** – means purposefully using words, gestures or other communicative means to purposefully threaten, coerce, intimidate, harass or humiliate and individual.

Category B - investigated by County Board Investigative Agents

11. **Attempted Suicide** – means a physical attempt by an individual that results in emergency room treatment, in-patient observation or hospital admission.

12. **Death other than accidental or suspicious death** – death of an individual by natural cause without suspicious circumstances.

13. **Medical Emergency** – means an incident where emergency medical intervention is required to save an individual's life (e.g. epinephrine auto injector, Heimlich maneuver, CPR, IV for dehydration).

14. **Missing Individual** – means an incident that is not considered neglect and an individual's whereabouts, after immediate measures taken, are unknown and the individual is believed to be at or pose an imminent risk of harm to self or others. An incident when an individual's whereabouts are unknown for longer than the period of time specified in the individual service plan that does not result in imminent risk of harm to self or others shall be investigated as an unusual incident.

15. **Significant Injury** - means an injury of known or unknown cause that is not considered abuse or neglect and that results in concussion, broken bone, dislocation, second or third degree burns or that requires immobilization, casting, or five or more sutures. Significant injuries shall be designated in the incident tracking system as either known or unknown cause.

16. **Peer-to-Peer Acts** – means one of the following incidents involving two individuals served:

a. **Exploitation** which means the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.

b. **Theft** which means intentionally depriving another individual of real or personal property valued at twenty dollars or more or property of significant personal value to the individual.

c. **Physical act** that occurs when an individual is targeting, or firmly fixed on another individual such that the act is not accidental or random and the act results in an injury that is treated by a physician, physician assistant, or nurse practitioner. Allegations of one individual choking another or any head or neck injuries such as a bloody nose, a bloody lip, a black eye, or other injury to the eye, shall be considered major unusual incidents. Minor injuries such as scratches or reddened areas not involving the head or neck shall be considered unusual incidents and shall require immediate action, a review to uncover possible cause/contributing factors, and prevention measures.

d. **Sexual act** which means sexual conduct and/or contact for the purposes of sexual gratification without the consent of the other individual.

e. **Verbal act** which means the use of words, gestures, or other communicative means to purposefully threaten, coerce, or intimidate the other individual when there is the opportunity and ability to carry out the threat.

Category C - investigated by County Board Investigative Agents

17. **Law Enforcement** – any incident that involves enforcement that results in the individual being charged, incarcerated, tased or arrested.

18. **Unapproved Behavior Support** – means the use of any aversive strategy or intervention implemented without approval by the human rights/behavior support committee or without informed consent.

19. **Unscheduled Hospitalization** – means any hospital admission that is not scheduled unless the hospital admission is due to a condition that is specified in the ISP or nursing care plan indicating the specific symptoms and criteria that require hospitalization.

Unusual Incidents and Major Unusual Incidents & Reporting Procedures

Reporting MUI's:

MUI's should be immediately reported to your Supervisor. As a DSP, it is not your decision to determine if an incident is unusual or major unusual. Your responsibility is report the incident to your supervisor as soon as reasonably possible. The Program Administrator or Program Director will report the incident to the SSA and to the County Board Investigative Agent's office.

All incidents of possible abuse, misappropriation, or neglect shall be reported to the local law enforcement entity and the County Board.

All MUI's or suspected MUI's must be reported to the Investigative Agent Office no later than 4 hours after discovery of the incident and a written report must be filed by **3:00 p.m.** the next working day. Working Day – means Monday, Tuesday, Wednesday, Thursday, or Friday except that when that day is a holiday as defined in section 1.14 of the Revised Code.

Guardian Notification - Guardians must be notified of all incidents on the same day the incident or discovery of the incident occurs and include immediate actions taken unless such notification could jeopardize the health and welfare of an individual involved (in the case of Peer-to-Peer incidents).

Contact numbers for reporting incidents:

Montgomery (937) 457-2765

Clark (937) 328-5245

Madison (740) 845-2765

Preble (937) 733-1616

Butler (513) 867-5992

The following information should be included in your report:

- The individual's first and last name
- The date and time of the incident
- The location the incident occurred
- A description of the incident
- Type and location of injuries
- Name of the primary person involved and their relationship to the individual (this is typically the 'perpetrator' of the MUI; the person who caused it)

- The provider's name
- Names of witnesses
- Statements of witnesses
- What actions have been taken to immediately protect the health and welfare of the individual
- Further medical follow up
- Who (besides the County Board) has been notified of the incident including their name, title, and time and date of the notice

Prohibited Actions

Prohibited actions are considered unacceptable when applied to members of the general public including those that are potentially damaging to an individual's health and safety, mental and emotional well-being, or personal dignity. They are reported as **Major Unusual Incidents**.

- Prone restraint. "Prone restraint" means a method of intervention where an individual's face and/or frontal part of his or her body is placed in a downward position touching any surface for any amount of time.
- Use of a manual (hands on) restraint or mechanical (device) restraint that has the potential to inhibit or restrict an individual's ability to breathe or that is medically contraindicated.
- Use of a manual restraint or mechanical restraint that causes pain or harm to an individual.
- Disabling an individual's communication device.
- Denial of breakfast, lunch, dinner, snacks, or beverages.
- Placing an individual in a room with no light.
- Subjecting an individual to damaging or painful sound.
- Application of electric shock to an individual's body.
- Subjecting an individual to any humiliating or derogatory treatment.
- Squirting an individual with any substance as an inducement or consequence for behavior.
- Using any restrictive measure for punishment, retaliation, instruction or teaching, convenience of providers, or as a substitute for specialized services.

The Rights of the Individuals We Serve

- The right to be treated at all times with courtesy and respect and with full recognition of their dignity and individuality.
- The right to an appropriate, safe, and sanitary living environment that complies with local, state, and federal standards and recognizes the person's need for privacy and independence.
- The right to food adequate to meet accepted standards of nutrition.
- The right to practice the religion of their choice or to abstain from the practice of religion.
- The right to timely access to appropriate medical or dental treatment.
- The right to access necessary ancillary services including, but not limited to, occupational therapy, physical therapy, speech therapy, and behavior modification and other psychological services.
- The right to receive appropriate care and treatment in the least intrusive manner.
- The right to privacy, including both periods and places of privacy.
- The right to communicate freely with persons of their choice in any reasonable manner they choose.
- The right to ownership and use of personal possessions so as to maintain individuality and personal dignity.
- The right to social interaction with members of either sex.
- The right of access to opportunities that enable individuals to develop their full human potential.
- The right to pursue vocational opportunities that will promote and enhance economic independence.
- The right to be treated equally as citizens under the law.
- The right to be free from emotional, psychological, or physical abuse.
- The right to participate in appropriate programs of education, training, social, developmental, and habilitation and in programs of reasonable recreation.
- The right to participate in decisions that affect their lives.
- The right to select a parent or advocate on their behalf.
- The right to manage their personal financial affairs, based on individual ability to do so.
- The right to confidential treatment of all information in their personal, medical, psychological, and financial records.
- The right to voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination, or reprisal.
- The right to be free from unnecessary chemical or physical restraints.
- The right to participate in the political process.

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- The right to be free from unnecessary chemical or physical restraints.
- The right to participate in the political process.
- The right to refuse to participate in medical, psychological or other research and experiments.