

Developmental Disabilities Services Division
Internal Critical Incident Report Process

July 1, 2015
Updated 1/3/2022

DDS Internal Critical Incident Reporting Process

Critical Incident Reports (CIRs) needing to be called in within 24 hours, seven days per week of the agency's knowledge of an untimely or suspicious deaths, missing persons and/or potential media.

Critical Incident Reports (CIRs) for reports of natural deaths; abuse, neglect or exploitation' and criminal act/incarceration are to be called in within two business days of the agency's knowledge of the event.

Agency staff making the calls are to call the DDSD CIR line (802) 241-2678. The CIR answering service will contact the appropriate DDS staff according to the schedule below.

For 24/7 CIR appropriate calls after business hours and on weekends:

Calls go to the Quality Management Team Leader or the Assistant DDSD Division Director on a rotating basis.

For all CIR calls Monday through Friday 7:45am to 4:30pm (business hours):

The following schedule is used.

CCS

Ellen Booth
Jeff Coy
Debbi Smith

CSAC

Ellen Booth
Jeff Coy
Debbi Smith

FF

Jessica Nadeau
Chris O'Neill
Debbi Smith

HC

Chris O'Neill
Ellen Booth
Nikki Marabella

HCRS

Jessica Nadeau
Chris O'Neill
Melanie Feddersen

LCMH

Jeff Coy
Jennie Masterson
Melanie Feddersen

LSI

Jennie Masterson
Jessica Nadeau
Debbi Smith

NCSS

Jeff Coy
Ellen Booth
Melanie Feddersen

NKHS

Chris O'Neill
Jeff Coy
Nikki Marabella

RMHS

Ellen Booth
Chris O'Neill
Debbi Smith

GMSS

Jeff Coy
Jennie Masterson
Nikki Marabella

SCC

Jessica Nadeau
Ellen Booth
Melanie Feddersen

T-II

Ellen Booth
Jeff Nunemaker
Debbi Smith

UCS

Jennie Masterson
Chris O'Neill
Melanie Feddersen

UVS

Jessica Nadeau
Jennie Masterson
Debbi Smith

WCMH

Jeff Coy
Ellen Booth
Melanie Feddersen

If the call is taken by someone other than the DDS QM reviewer/contact for the agency, they will gather the information from the CIR answering service and make the initial response as appropriate then pass on the information to the DDS QM reviewer for additional response and follow up.

In the initial information gathering and response, the DDS staff receiving the call determines if they need to contact the DDSD Director and other pertinent DAIL/DDSD supervisors to inform

them of the critical incident. They will share this information with the DDS QM reviewer when they pass the call and information on for follow up.

Once the DDS QM reviewer has gather necessary information about the incident s/he will send an e-mail with a summary report of the pertinent information to the DDSD Director and other designated people for appropriate incidents. (A copy of the suggested format is at the end of this attachment.)

For CIR calls reporting the death of an individual receiving services, the DDS staff receiving the call will send an e-mail to the group email list called "Death of a Consumer", which includes the DDSD Director, Assistant Director, certain members of the DDSD Team and the DAIL/DDSD business office, notifying them of the death. The DS QM Nurse Reviewer will also be notified so she can begin her review of the CIR and circumstances around the individual's death. (See attached protocol for more details)

Written reports for all critical incidents are required to be sent to DDSD with in 48 hours of the incident via GlobalSCAPE, DAIL's secure FTP site or secure fax. They are handled by the DDSD Program Technician (or assigned back up staff). The DDSD Program Technician will be notified by e-mail from the sending agency that a CIR has been added to the appropriate folder on the secure FTP site or secure fax will come in to her attention. The Program Technician will retrieve the CIR and move it to the assigned folder on the shared DDSD site, screen the report and determine if the assigned DDS QM lead needs to be contacted by phone immediately¹. The DDSD Program Technician will notify the assigned DDS QM reviewer that the CIR has come in and is in the folder for his/her review.

The DDSD Program Technician will also send e-mails notifying the following individuals that these specific CIRs are in the shared folder for their review. The DDSD Director and Assistant Director will be notified for CIR reports concerning the death of individuals receiving services and any other CIR they had received notification of. If the individual involved in the critical incident is on Act 248 or receives Public Safety funding the DDS Public Safety Specialist will be notified. The DDS Children's Specialist will receive notice of CIRs involving children. The Quality Management Nurse Reviewer will receive notice of medical CIRs.

If the individual involved in the critical incident has a Public Guardian, the Program Technician will notify the guardian that the report is in the shared folder and a copy of the report will be entered into the individual's file in the SAMS database.

The DDSD Program Technician will screen the CIR to see if the incident involves a report of abuse, neglect or exploitation. If the CIR identifies that APS/DCF was notified or if it is determined that either APS/DCF should have been notified, a designated contact person at APS/DCF will be notified that the CIR is available and put in a to be identified shared folder ². APS will contact the DDS QM Team Lead or if know the DS QM Reviewers for follow-up or collaboration as needed. DCF will follow-up with the DDS Children's Specialist as needed. The

¹ QM Reviewers will be immediately contacted by phone if a CIR involving APS, untimely deaths, missing persons, or anything that presents as an ongoing safety concern or may attract media attention is received and telephone contact has not already been made by the agency involved.

² The developmental disabilities services agencies are also responsible for contacting APS or DCF directly.

DDSD Program Technician will coordinate with the DDS QM Team Lead or DDSD Director or Assistant Director on any CIR that is unclear or if there is a question on how to proceed.

The DS QM Reviewer will review the CIR and take appropriate action to follow up with the agency and APS or DCF if needed. The DS QM Reviewer will follow up with the DDSD Director or Assistant Director and other DDSD staff as needed. The DS QM Reviewers will notify the DDSS Director of any incidents or findings during follow up that should be brought to the attention of the DAIL Commissioner.

DDSD Program Tech will enter all CIRs into the CIR Spreadsheet. The spreadsheet will be used to track the CIR, store information and generate reports.

DS QM Reviewers will review all CIRs to determine if any follow up is needed and document that review on the specified CIR Follow Up Form. If additional follow up is required, the QM Reviewer all keep notes concerning their follow up for **appropriate CIRs** and document them in the appropriate section of the CIR Follow Up Form indicating the follow up action taken, to be kept in a CIR folder on the shared DAIL/DDAS/DS site.

The QM Team Leader in conjunction with other members of the QM Team will prepare a summary report of all Critical Incidents annually for each state fiscal year to be made available for internal and external review via the DAIL/DDSD website. (I:\DDAS\DDS Data & Spreadsheet\Summary Reports)

Uniform Procedures for DDSD Staff Receiving Critical Incident Reports

Death of a Person Receiving Services:

Immediate steps when receiving the initial phone call:

1. Make sure the individual's family/guardian have been notified.
2. Obtain basic demographic information including guardianship status and services being provided.
3. Get a brief description of what happened including medical conditions and if the death was unexpected or if there is a medically determined cause of death.
4. In cases of unexpected death, ensure caller has contacted police and all appropriate authorities, made arrangements for them to have access to the information they need.
5. Discuss with the caller if they should work with the person's family/guardian to determine if an autopsy is needed based upon unexpected or unexplained death, suspected abuse, neglect or other circumstances that may have contributed to cause of death.
6. Ensure APS/DCF has been contacted, if needed, and follow up to make sure they have the information they need.
7. Send an internal email to the group list "Death of a Consumer"

Follow up steps after receiving the faxed CIR:

1. Ensure the DDSD Program Technician has notified APS/DCF that a copy of the Critical Incident Report is available for their review and information.
2. Inform the QM Nurse Reviewer that a copy of the CIR is available in the shared folder for him/her to review the situation and contact the Medical Examiner and inquire about cause of death, if needed.
3. Determine if an investigation is needed if APS/DCF doesn't think the situation meets their criteria and further discussion with the family/guardian raises questions of suspected abuse, neglect or other circumstances that may have contributed to cause of death and the family/guardian request or support the situation being investigated. This may involve review by a nurse reviewer or physician.
4. If there are questions about malpractice or neglect in medical care make sure a report is made to APS/DCF/DLP/appropriate licensing authorities.
5. Consider whether there may be systemic issues or issues that may lead to recommendations for changes in policy, training or remedial actions. The QM Nurse Reviewer should be involved in the review of these situations.
6. Bring issues/situations to the Ethics Committee for a person on public guardianship for review as indicated.

Missing Person Receiving Services:

1. Verify reason/basis the caller has concluded the person is missing. Exception: A missing person report is not needed for people who live with unpaid caregivers or housemates (such as natural family), unless the family requests assistance in locating the person or the person was determined to be missing while receiving paid developmental disabilities services.
2. Ask caller to confirm the following have occurred:
 - Police contacted: get name & phone # of which police dept contacted; time report made
 - Guardian notified: get name of guardian, phone #, time of notification
3. Gather information and assess degree of risk to the individual based on:
 - History of elopement
 - Agency impressions
 - Weather conditions
 - Health concerns
 - Potential risk to self or others
 - Last time person was seen and by whom
 -
4. Make plan with the caller as to the next steps to follow,
 - Calls with updates
 - Results from searches
 - Information from calls and contact with family, friends and people known to the individual
 - Potential media involvement/request for information and assistance if missing for a determined number of hours
5. Contact DDSD Director
6. Even if the person is located, a follow-up written Critical Incident Report shall be sent to the Division via GlobalSCAPE, DAIL's secure FTP site within two business days from when the person was first determined to be missing.