

CRITICAL INCIDENT (CI) REPORT to QI DEPARTMENT

Reporter Name: _____ **Date Reported to QI:** _____

Contact Number/Email: _____

REPORTER SOURCE			
Name of Organization/Reporter: _____			
Type of Organization or Dept (check one):			
<input type="checkbox"/> Appeals & Grievance	<input type="checkbox"/> Behavior Health	<input type="checkbox"/> CBAS Provider	<input type="checkbox"/> Disease Management
<input type="checkbox"/> SNFist	<input type="checkbox"/> IHSS Coordinator	<input type="checkbox"/> Legal Affairs	<input type="checkbox"/> LTSS/SNF
<input type="checkbox"/> Medical Management	<input type="checkbox"/> Member Call or Letter	<input type="checkbox"/> Member Services	<input type="checkbox"/> MRU
<input type="checkbox"/> MSSP Providers	<input type="checkbox"/> Provider	<input type="checkbox"/> Provider Network Operation	
<input type="checkbox"/> Hospital	<input type="checkbox"/> Pharmacy	<input type="checkbox"/> Other: _____	
Relationship of Reporter (Self, Friend, Case Manager, etc.): _____			

MEMBER INFORMATION			
MEMBER LAST NAME	MEMBER FIRST NAME	MEMBER MIDDLE NAME	DATE OF BIRTH
MEMBER CIN #	MEMBER ID #	<input type="checkbox"/> Medi-Cal <input type="checkbox"/> SPD	<input type="checkbox"/> Cal MediConnect
		<input type="checkbox"/> PASC-SEIU	<input type="checkbox"/> LACC

CRITICAL INCIDENT INFORMATION	
Date Critical Incident occurred: _____	Date Critical Incident reported: _____
Location of Critical Incident: _____	Entity incident reported to:
	<input type="checkbox"/> Los Angeles County CWS Agency (Pediatric)
	<input type="checkbox"/> Adult Protective Services (APS)
	<input type="checkbox"/> Other, please specify _____
Critical Incident Code/Category : (check one)	
<input type="checkbox"/> CI001 – Abuse	<input type="checkbox"/> CI002 – Neglect
<input type="checkbox"/> CI003 – Exploitation	<input type="checkbox"/> CI004 – Life-threatening event
<input type="checkbox"/> CI005 – Disappearance	<input type="checkbox"/> CI006 – Suicide Attempt
<input type="checkbox"/> CI007 – Death (unexpected)	<input type="checkbox"/> CI008 – Restraint or Seclusion
Brief Description of Critical Incident (Who, what, where, etc.)	

Resolution/Response/Confirmation of reporting (Name of person who received the report, include case # if available)	

Critical Incident Code/Category Validated by QI Nurse **Final Code:** _____

QI Nurse escalated to Medical Director: Yes No

Please submit the completed form to CI@lacare.org

Categories of Critical Incidents Definitions:

Abuse/CI001:

- Willful use of offensive, abusive, or demeaning language by a caretaker that causes mental anguish of any member;
- Knowing, reckless, or intentional acts or failures to act which cause injury or death or which placed that member at risk of injury or death;
- Rape or sexual assault;
- Corporal punishment or striking;
- Unauthorized use or the use of excessive force in the placement of bodily restraints; and
- Use of bodily or chemical restraints, which is not in compliance with federal or state laws and administrative regulations.

Neglect/CI002:

- Inability of a member to secure food, shelter, clothing, health care, or services necessary to maintain his/her mental and physical health;
- Failure by any caretaker to meet, either by commission or omission, any statutory obligation, court order, administrative rule or regulation, policy, procedure, or minimally accepted standard for care;
- Negligent act or omission by any caretaker which causes injury or death or which places that member at risk of injury or death;
- Failure by any caretaker, who is required by law or administrative rule, to establish or carry out an appropriate individual program or treatment plan;
- Failure by any caretaker to provide adequate nutrition, clothing, or healthcare;
- Failure by any caretaker to provide a safe environment; and
- Failure by any caretaker to provide adequate numbers of appropriately trained staff in its provision of care and services.

Exploitation/CI003:

- An act committed by a caretaker or relative of, or any person in a fiduciary relationship with a member, means:
 - The taking or misuse of property or resources by means of undue influence, breach of fiduciary relationship, deception, harassment, criminal coercion, theft, or other unlawful or improper means;
 - The use of the services without just compensation; or
 - The use of a member for the entertainment or sexual gratification of others under circumstances that cause degradation, humiliation, or mental anguish.

A Serious Life Threatening, Medical Event That Requires Immediate Emergency Evaluation by a Medical Professional/CI004:

- Admission of an individual to a hospital or psychiatric facility or the provision of emergency medical services (treatment by EMS) that results in medical care which is unanticipated and/or unscheduled for the individual and which would not routinely be provided by a primary care provider.

Disappearance/Missing Member (Missing Person)/CI005:

- Whenever there is police contact regarding a missing person regardless of the amount of time the person was missing.

Suicide Attempt/CI006:

- The intentional attempt to take one's own life. A suicide attempt is limited to the actual occurrence of an act and does not include verbal suicidal threats by a member receiving services.

Unexpected Death/CI007:

- The death of an individual is reported, unexpected death that was not result of a chronic disease process.

Restraints or Seclusion/CI008:

- Every time an individual is restrained, it is:
 - Personal (the application of pressure, except physical guidance or promoting of brief duration that restricts the free movement of part or all of an individual's body).
 - Mechanical (the use of a device that restricts the free movement of part or all of an individual's body. Such devices include: an anklet, a wristlet, a camisole, a helmet with fasteners, a muff with fasteners, a mitt with fasteners, a posey, a waist strap, a head strap, and restraining sheet. Such a device does not include one used to provide support for functional body position or proper balance, such as a wheelchair belt or one used for medical treatment, such as a helmet used to prevent injury during a seizure). It also means to cause a device that allows for free movement to be unuseable. Such as locking a wheelchair or not allowing an individual access to technology).
 - Chemical (the use of a chemical, including a pharmaceutical, through topical application, oral administration, injection, or other means to control an individual's activity and which is not a standard treatment for the individual's medical or psychiatric condition).
 - Seclusion: involuntary confinement in a room that the member is physically prevented from leaving.
 - Isolation: forced separation or failure to include the member in the social surroundings of the setting or community.