Special Incident Reporting

Script for Instructor	*Suggestions for Instructor*
***Slide 1:* Special Incident Reporting: The Process** Special Incident Reporting is generally thought of as simply "how to complete a Special Incident Report". While, of course, it is necessary to understand how to do this, it is not the intent of this session to present detailed information on how to complete each blank on the form. Correctly completing the SIR form is only the beginning. During this session, we will spend time discussing how to write the incident description portion of the SIR, as this forms the basis of everything that follows. Without a good incident description we will have problems later in reviewing the incident and in developing appropriate preventative actions. In addition, a complete incident description will facilitate accurate analysis of the data, on regional and statewide levels, so that the SIR system can promote safe and healthy lives for everyone.	*Start the Power Point Presentation (or display first transparency on overhead projector). Have the "Special Incident Reporting" title page running as you begin.*

Script for Instructor	*Suggestions for Instructor*
***Slide 2:* Something Really BAD Happened!** As service providers or regional center staff, it is imperative that everyone understand what must be reported: Any special incident as defined in Title 17 that occurs "during the time the individual was receiving services and supports from any vendor or long-term health care facility" must be reported to the regional center. The handouts now being distributed include all the specific requirements for Special Incident Reporting for both service providers and regional centers. They serve as ready references as you address special incidents in your day to day work with consumers. The regional center may have additional special incident reporting requirements. Deaths and victim of crime incidents for all individuals, regardless of where they live, must be reported to DDS.	*If the regional center conducts specific training on recognizing and reporting SIR's, then refer to it now.* *Differentiate between what is reported to DDS (Title 17) and what else must be reported to the regional center.* *Distribute copies of the following two handouts:* ▪ ***Requirements for Special Incident Reporting by Vendors and Long-Term Health Care Facilities; and*** ▪ ***Requirements for Special Incident Reporting by Regional Centers.***

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Slide 3: Why Report Incidents?

What are some of the reasons why incident reporting is important?

Let's review a few of these reasons. Incident reporting systems:

- Ensure accurate data is available to the region, the state, and to CMS, the federal agency that monitors Medicaid waiver services
- Analyze and trend incident data from both an individual and systems perspective for monitoring and improvement
- To satisfy regulations
- To meet our personal & professional responsibility
- To provide a healthier and safer environment for everyone we serve

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Record these on a blackboard, marker board, flip chart, or blank transparency.

The reasons may differ from those listed in the script in the left hand column; however, you should ensure that these are included. Add others on your own if not volunteered by the group.

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Slide 4: **The Incident**	
Service Coordinators are faced with difficult decisions about how much information should be included on the SIR. There is no single, easy answer to this question that fits every situation. To know the correct answer, it is necessary to look at **why** the Description of the Incident is necessary. The purpose of this section is to objectively report the facts of an incident in as much detail as necessary to answer a few simple questions: Who? What? Where? When? In other words, enough information should be provided to give important clues to the actual circumstances of the incident. Some history related to the incident may also be relevant (e.g. this is the third time the consumer has fallen at home in the past six months). Additional information should be added to the report as it is obtained by the regional center. Reopening an SIR and adding new information as it is received will lead to more fact based conclusions.	*Ask participants how they report or receive reports of special incidents and what information is typically included.* *Another strategy is to read or display a description of a special incident, and:* *(a) Have participants state what additional information they would want to know about what happened, OR* *(b) Have participants tell the person sitting next to them what they think happened. Ask a few people to share their ideas as an illustration of how **different** people interpret the details of the same incident **differently**.*

Slide 5: **The Incident Description** As we have seen, the Special Incident Report should contain sufficient information to answer the 4 'W' questions (Who? What? When? Where?), but how much information is enough? When is it too much? Information should be included so the Special Incident Report is thorough, accurate and clear. This means the words should draw a mental picture of the circumstances surrounding the incident. After reading the Report, everyone should have the same understanding of what happened. Grammar and spelling are important if they compromise thorough, accurate and clear interpretation.	*This section can be reinforced by having participants review sample SIRs and critique how well these reports meet the Thorough-Accurate-Clear guidelines.* *Another technique is to have participants tell what information should be included based on an incident you describe.*
Slide 6: **Incident Description TIP** Remembering these "tips" will provide guidance in determining what (and how much) information to include when reporting a special incident. The emphasis is to be factual. Include facts, as you know them, giving the source of your information. Don't "go beyond" the facts to make judgments.	*If staff who have limited experience are in the audience, you can include examples or have an activity requiring participants to re-write inappropriately worded statements. This activity can be done individually or in small groups. Sharing results at the end of the activity will allow opportunity for you to provide guidance and feedback.*

Slide 7: **Incident Response**	
Now that we have discussed the type of information needed to complete an SIR, let's talk about both the reporting of and responding to special incidents. If you have had previous training on completing the SIR, you know the mechanics already - who reports what type of incident, to whom do you report, what are the required time lines, etc.	*Hand out the Incident Response Checklist.* *Give participants a few minutes to review it.* *Ask participants to apply the checklist to one of the incidents used in a previous example to become more familiar with this tool.*
This Incident Response Checklist gives you a way to help you work through these steps. The Incident Response Checklist is intended for use in almost every situation; hence, many of the entries say "if appropriate".	*Discuss any special requirements of this regional center concerning steps on the checklist.*
It is intended to be a useful tool to help everyone understand the expectations of reporting and responding to incidents regardless of your job assignment. Although service coordinators have responsibility for ensuring that special incidents are entered into the SIR system, using this checklist will guide conversations regarding incidents among reporters, service providers, regional center staff and members of the Risk Management Committee.	*For example, if the participants' regional center(s) requires a phone or face-to-face contact between regional center staff and the consumer, discuss this when reviewing the "ensure safety" step.*
Acquiring all relevant information and distilling it into thorough-accurate-clear incident reports requires skills in observing, listening, interviewing, and processing a large amount of information.	

Slide 8: **<u>Why</u> Report Incidents?** In this session, we have reviewed why special incident reporting is important and some basic information that should be included. Special incident reporting systems are critical to: ▪ Ensure accurate data is available to the region, the state, and to CMS, the federal agency that monitors Medicaid waiver services ▪ Analyze and trend incident data from both an individual and systems perspective for monitoring and improvement ▪ Satisfy regulations ▪ Meet our personal & professional responsibility ▪ Provide a healthier and safer environment for everyone we serve	 *<u>This slide reviews previously presented information that can be used as a wrap-up or closure to the training. You may also include other information that you feel your audience needs to have reinforced. You may want to include a time for questions following your closing.</u>*