



Identifying and Reporting Critical Incidents and Significant Events

Objectives



After this course, you will be able to:

- Define what critical incidents and significant events are and the various types that may occur
- Identify signs of abuse and neglect of a member
- Properly report incidents



What is a Critical Incident?

What classifies as a critical incident?

- Actual or alleged abuse, neglect, or exploitation
 - Abuse – Physical abuse, sexual harassment, emotional or verbal abuse
 - Neglect – The failure of an individual to provide a member with necessities of life including but not limited to food, clothing, shelter, or medical care
 - Exploitation – The illegal use of assets or resources of a member



What is a Critical Incident?

Critical Incidents include, but are not limited to:

- Abuse
- Neglect
- Exploitation
- Fraudulent activity
- Serious behavioral health incident
- Serious medical incidents
- Hazardous conditions
- Suicidal thoughts
- Missing person

What is a Significant Event?



Significant events are significant, sometimes traumatic occurrences that impact children and youth served by Department of Child and Family Services (DCFS)



What is a Significant Event?

Significant events include, but are not limited to:

- Alleged abuse/neglect of a child or youth
- Human trafficking
- Medical/psychiatric incidents
- Injury related incidents
- Sexualized behavior incidents
- Missing or abducted child or youth
- Encounters with law enforcement
- Pregnant or parenting child or youth in care
- Death reports involving children and youth

Abuse



Injury inflicted on an individual other than by accidental means, including:

Sexual

Physical

Emotional

Sexual Abuse



- Unwanted touching, fondling, sexually inappropriate remarks or other sexual activity with a person who is unable to understand, unwilling to consent, threatened or physically forced to engage in sexual behavior or activity.
- This includes sexual harassment, coercion or assault allegations.

Physical Abuse



- The willful infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish. Often occurs in conjunction with neglect.

Emotional Abuse



- Also known as psychological abuse or mental abuse.
- A form of abuse characterized by a person subjecting or exposing another to behavior that may result in psychological trauma, including anxiety, chronic depression or post-traumatic stress disorder.

Neglect



A failure to:

- Notify an appropriate healthcare professional when healthcare needs exist.
- Provide or arrange necessary services to avoid physical or psychological harm to a member.
- Terminate the residency of a member whose needs can no longer be met, causing an avoidable decline in function.

Self-Neglect



Occurs when an individual neglects to attend to his or her basic needs, such as personal or oral hygiene, appropriate clothing, feeding, nutrition or tending appropriately to medical conditions. This can also be an observed neglect of a dependent member by a caregiver.

Passive Neglect

A non-malicious failure to provide the necessities of life including, but not limited to:

Food

Clothing

Shelter

**Medical
Care**

Exploitation



The illegal use of assets or resources of an adult with disabilities. It includes, but is not limited to, misappropriation of assets or resources of the alleged victim by undue influence, by breach of fiduciary relationship, by fraud, deception, extortion, or in any manner contrary to law.

Financial Exploitation



The misuse or withholding of a member's finances by another person to the member's disadvantage or for the profit or advantage of a person other than the member.

Identify Critical Incidents and Significant Events



Below are some tips on identifying signs of abuse, neglect and exploitation. If you identify any incident like the ones listed below, you must report to the appropriate authorities.

Could not explain the source of an injury and the injury was not observed by anyone.

Tells you he/she was told not to talk to you or anyone and that you/anyone must talk to the caregiver.

Often tells you that he/she does not have food in the house.

Tells you that the caregiver needs money for items that should be covered as a benefit (medications, supplies, etc.)

Has injuries that are suspicious due to the extent, location or number of injuries at one time or multiple points in time.

Mandated Reporters



Mandated reporting is defined as *immediate reporting* required from a mandated reporter of suspected maltreatment when the mandated reporter has reasonable cause to believe that an individual known to the mandated reporter in a professional or official capacity may be abused or neglected.



Reporting

- Notify the appropriate state agency following the discovery of the incident.
- Notify Meridian by phone at **1-312-705-2900**, select 2 to be connected to YouthCare services or by email at criticalincidents@mhplan.com.
- Complete the Critical Incident and Significant Event Intake Form located under provider resources on the IL YouthCare Website:
www.ilyouthcare.com/providers/provider-resources/forms-resources/forms.html



Illinois Reporting Agencies

Incident Involves	Contact	Timeframe
Cases needing local law enforcement	Police/EMS 911	Immediately
CI/SE: Abuse, Death, Elopement, Exploitation, Neglect, Human Trafficking	Department of Children and Family Services 1-800-252-2873	Immediately
CI: Abuse, Exploitation, Neglect *For members 18-21 with a disability	Adult Protective Services Hotline 1-866-800-1409	Immediately
CI/SE: Abuse, Neglect, Exploitation *For members residing in a nursing facility	IDPH Nursing Home Hotline 1-800-252-4343	Immediately

Critical Incident and Significant Event Prevention



- Be involved in the community; support your community
- Changing attitudes about people with disabilities
- Raise awareness
- Advocate for your patient
- Always ensure your patients feel safe
- Provide education to your patients about Abuse, Neglect and Exploitation
- Educate your staff

If you have questions related
to critical incidents and
significant events, please
contact
criticalincidents@mhplan.com