

# Incident Management for the Direct Support Professional



Keeping people safe  
and managers informed!!

# OBJECTIVES

- Participants will identify events that require reporting to managers/supervisors
- Participants will learn to respond FIRST to the health and safety concerns of the people they support
- Participants will learn the path of communication and required documentation regarding incident reports
- Participants will learn the specific events that must be reported to the PA Office of Developmental Programs (ODP) and the Department of Health



# What is an INCIDENT?

- Any event, which results in harm/injury to a service recipient, employee, or visitor or has the potential to result in harm.

**OR**

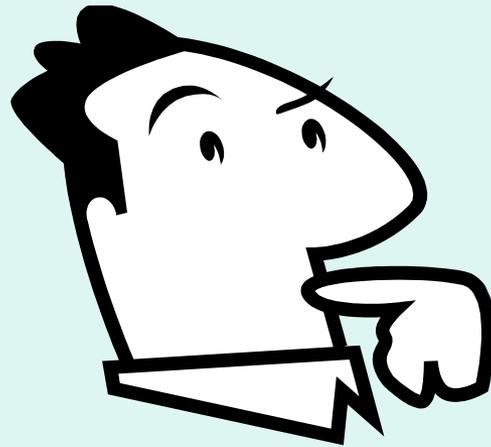
- An event that is required to be reported to federal, state, county/city agencies or payers as specified by policy or regulations **BECAUSE OF POTENTIAL HARM TO THE HEALTH, SAFETY OR VIOLATION OF A SERVICE RECIPIENT'S RIGHTS.**

**OR**

- An event that your **EMPLOYER** requires be reported, that does not fall under the other categories

# For Example:

If you think about the work you are about to begin, what kind of “incidents” might you see??



# WHAT SHOULD YOU DO FIRST?

- ***While you are making dinner, you hear a loud crash coming from Sue's bedroom. When you go to check things out, you see Sue's dresser is pulled over, and Sue is sitting on the floor crying. You also see that her leg is stuck under the dresser.***

# RESPONSIBILITIES

- ***Always respond to the immediate health and safety needs of the individual FIRST - then you begin the reporting process!***





- As you begin to work with people with Intellectual Disabilities, you will hear the acronym “HCSIS”- the web based system that the state of Pennsylvania uses to manage the information of people in our services. All “reportable events” MUST be submitted to HCSIS by your manager.

## **Home and Community Services Information System**

# HCSIS REQUIREMENTS

- As a Direct Support employee, you must report any event that you MAY identify as an incident as soon as you have done what you can to address the immediate safety of the individuals that you serve.
- You will learn that \*SOME EVENTS need to be reported IMMEDIATELY - by verbal report - to your managers.
- At times, you must IMMEDIATELY report an event that is DISCOVERED (even if you did not witness).

# REPORTABLE EVENTS

- Pennsylvania **REQUIRES** that all providers report some events **IMMEDIATELY**. Because you will work directly with the people we support, you will likely **WITNESS** or **FIRST DISCOVER** some of these events, and will therefore be the **INITIAL REPORTER!**
- **YOU WILL REPORT TO THE DESIGNATED SUPERVISOR AS SOON AS YOU HAVE ENSURED THE SAFETY OF THE INDIVIDUAL**



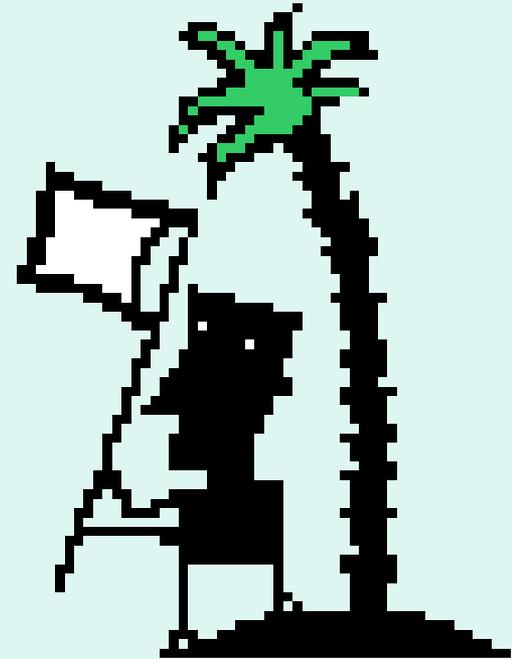
# REPORTABLE EVENTS IN PA

- *Death*
- *Suicide Attempt*
- *Hospitalization*
- *Psychiatric Hospitalization*
- *Emergency Room Visits*



# REPORTABLE EVENTS IN PA

- *Abuse*
- *Individual to Individual Abuse*
- *Neglect*
- *Missing Person*



# REPORTABLE EVENTS IN PA

- ***Injury requiring treatment beyond first aid.***
- ***Disease reportable to the PA Dept. Of Health.***
- ***Fire***
- ***Misuse of Funds***



# REPORTABLE EVENTS IN PA

- *Rights Violation*
- *Law Enforcement Activity*
- *Emergency Closure*
- *Medication Error*
- *Restraint*



# INCIDENT INVESTIGATIONS

- Some serious events will require Certified Investigations.
- As a Direct Support Professional, you are **REQUIRED** to participate in any investigation or interview process. You are **REQUIRED** to fully and honestly respond to all questions.
- Your job is to **ALWAYS CONSIDER AND ADVOCATE FOR THE HEALTH AND SAFETY OF THE PEOPLE THAT WE SUPPORT.**

# INVESTIGATIONS OCCUR WHEN.....

- Abuse of any type is reported
- Neglect is reported
- Improper or unauthorized restraint is reported
- A violation of individual rights is reported
- Misuse of individual funds is reported
- A death of a person we support occurs
- A person we support is hospitalized due to accidental or unexplained injury
- A person we support is hospitalized due to injury resulting from abuse at the hands of another individual
- A person we support is hospitalized as a result of restraint
- A report of individual to individual sexual abuse has been made



# COMMUNICATION of EVENTS

- After the individual is safe, contact your immediate supervisor (by phone, fax or message), or On Call Supervisor, following the protocol expected for the defined event.
- When the event **REQUIRES** a verbal report to the supervisor (health and safety issues for example), do not leave messages!!
- Should the supervisor not respond within the designated time frame, contact the next person in the “chain of command”.
- Write the internal Incident Report

# WRITING THE INCIDENT REPORT

- Tell the story - in chronological order
- Just the facts - no opinion please
- Include times and dates in your description
- Include the supervisory contact in your report
- Sign & date your report, including your title
- Be certain that the report gets to the manager or office in the expected timelines

# INCIDENT REPORT EXERCISE

- You are working the afternoon shift. At 6:00 PM, you are driving 4 individuals to a community park - when you come to an intersection, you are rear ended by the driver behind you. The police are called, and the individuals are taken to the hospital to be evaluated. The individual's are treated and returned home.

**Write an incident report about this event!**

# OTHER IMPORTANT EVENTS

(may or may not be an actual incident report)

There are some events that are not reported to the state, that we need to know about!

## **For example:**

- Someone has a scratch, bruise, rash etc.
- Someone has an illness that you treat in the home - does not require a doctor or hospital
- Property damage

# OTHER EVENTS cont.

- Any event that may bring negative attention to the company
- Vehicle accidents - no injuries
- Physical damage caused by employees
- Any non scheduled visit from outside entities (State, counties)

# ONE FINAL NOTE

- You are not the judge and jury – you do not have to BE CERTAIN.
- **WHEN IN DOUBT - REPORT!!!!**

