Critical Incident/Significant Event Identification and Reporting

HFS & DCFS Guidelines
Agenda

• Identify & Report a Critical Incident
• Identify & Report Significant Event
• Notify IlliniCare Health of an Incident/Event
• Resources

Follow you facility’s procedures for mandatory reporting
Identify a Critical Incident (CI)

Illinois Department of Healthcare and Family Services defines a Critical Incident as follows:

- Actual or alleged **Abuse, Neglect, Exploitation**, or any incident that has the potential to place an Enrollee, or an Enrollee's services, at risk, including those which do not rise to the level of Abuse, Neglect, or Exploitation; this includes events that may cause substantial or serious harm to the physical or mental health of a member or the safety of a member’s services.
Identify a Critical Incident

DEFINING ABUSE, NEGLECT, AND EXPLOITATION

• Abuse:
  • The willful infliction of injury, unreasonable confinement, intimidation, verbal assaults, harassment, inappropriate or unwanted sexual behavior, or punishment with resulting physical harm, pain or mental anguish.

• Neglect:
  • Failure to notify a health care professional when needed; failure to provide or arrange necessary services to avoid physical or psychological harm, such as food, medications, shelter, and clothing; or failure to terminate the residency of a member whose needs can no longer be met, causing an avoidable decline in function. Neglect may be willful or passive (non-malicious).

• Exploitation:
  • The misuse or withholding of a person’s resources (including funds or property) by another person, which causes a loss of money or property.
Identify a Critical Incident

EXAMPLES

• Abuse, Neglect and Exploitation
• Restraint, Seclusion or other Restrictive Intervention
• Unexpected death
• Enrollee is missing or whereabouts are unknown for provision of services
• When there is a discrepancy between what a physician prescribes and what an individual actually takes, such as an individual taking the wrong medication
• Serious Behavioral Health Incident that results in emergency treatment
• Sexually inappropriate behavior exhibited by provider or enrollee
Identify a Critical Incident

COMPREHENSIVE LISTS

• Illinois Department of Human Services, Division of Rehabilitation Services
  Critical Incidents

• Illinois Department on Aging Elder Abuse and Neglect Program
  Illinois Department on Aging_Attach

• Illinois Department of Healthcare and Family Services Incident Reporting for Supportive Living Facilities
  HealthChoice_Attach Attachment
# Report a Critical Incident

**MANDATORY REPORTING REQUIREMENTS**

<table>
<thead>
<tr>
<th>Referral Entity</th>
<th>When to Refer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adult Protective Services</strong></td>
<td>To report suspected abuse, neglect, or financial exploitation of a member age 60 or older or a member with disabilities age 18-59.</td>
</tr>
<tr>
<td><strong>866-800-1409</strong></td>
<td></td>
</tr>
<tr>
<td><strong>IDPH - NF Complaint Hotline</strong></td>
<td>To report suspected abuse, neglect, or financial exploitation of members living in nursing facilities (NF).</td>
</tr>
<tr>
<td><strong>800-252-4343</strong></td>
<td></td>
</tr>
<tr>
<td><strong>HFS - SLF Complaint Hotline</strong></td>
<td>To report suspected abuse, neglect, or financial exploitation of members living in skilled living facilities (SLF).</td>
</tr>
<tr>
<td><strong>800-226-0768</strong></td>
<td></td>
</tr>
<tr>
<td><strong>DHS Office of the Inspector General</strong></td>
<td>To report suspected abuse, neglect, financial exploitation or death of members with a disability who reside in or receive mental health/developmental disability services from DHS-operated or DHS-funded agencies.</td>
</tr>
<tr>
<td><strong>800-368-1463</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Child Abuse Hotline</strong></td>
<td>If you suspect that a child has been harmed or is at risk of being harmed by abuse or neglect.</td>
</tr>
<tr>
<td><strong>800-252-2873</strong></td>
<td></td>
</tr>
</tbody>
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> Follow your facility’s procedures for mandatory reporting
Identify a Significant Event (SE)

The Illinois Department of Children and Family Services defines a Significant Event as follows:

- Significant, sometimes traumatic occurrences that impact children and youth served by DCFS.

There are 2 Significant Event reporting categories:

- **Child and Youth Specific Events** impact children and youth in care, children and youth served by the Department, children and youth formerly in care and children and youth with no relationship to the Department when there is an allegation of death.

- **Personnel, Caregiver and Facility Related Events** do not include children and families served by the Department. These are strictly events regarding DCFS and POS agency personnel, licensed foster parents/unlicensed relative caregivers, or events that occur within or are about a facility.
Child and Youth Specific Events

• Death Reports Involving Children and Youth;
• Alleged Abuse/Neglect Reports of Children or Youth in Care or Served by the Department;
• Reports of Human Trafficking Involving Children and Youth in Care or Served by the Department;
• Reports of Missing or Abducted Children and Youth in Care;
• Alleged Child Abuse/Neglect and Human Trafficking Involving Children and Youth in Care;
• Encounters with Law Enforcement Involving Children and Youth in Care;
• Behavior Related Incidents Involving Children and Youth in Care;
• Sexualized Behavior Incidents Involving Children and Youth in Care;
• Medical/Psychiatric Incidents Involving Children and Youth in Care;
• Injury Related Incidents Involving Children and Youth in Care;
• Identification of a Pregnant and Parenting Child or Youth in Care;
• Child and Youth Circumstances Involving Caregivers; and
• Media Involvement/High Profile Child or Youth Events.
Personnel, Caregiver & Facility Related Events

• Significant Events Involving Employees or Facilities;
• Significant Events Involving Caregivers; and
• Media Involvement/Media Inquiries Regarding Personnel/Caregivers/Facilities.
Identify a Significant Event

COMPREHENSIVE LISTS

1. Child and Youth Specific Events

2. Personnel, Caregiver & Facility Related Events
## Report a Significant Event

### MANDATORY REPORTING REQUIREMENTS

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<tr>
<td><strong>Child/Youth’s DCFS/POS Worker</strong></td>
<td>All Significant Events. Worker enters Significant Event Report in SACWIS. <strong>Report events immediately.</strong></td>
</tr>
<tr>
<td><strong>State Central Register (SCR) Hotline</strong>&lt;br&gt;800-252-2873</td>
<td>Incidents of child or youth deaths, suspected child abuse or neglect and human trafficking. SCR enters report in SACWIS. <strong>Report events immediately.</strong></td>
</tr>
<tr>
<td><strong>Child Intake and Recovery Unit (CIRU)</strong>&lt;br&gt;800-503-0184</td>
<td>Incidents involving children or youth missing or abducted from their placement. CIRU enters report in SACWIS. <strong>Report incident within 1 hour.</strong></td>
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*Follow your facility’s procedures for mandatory reporting*
Report a Significant Event

STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM (SACWIS)

• SACWIS is a comprehensive and automated data collection system that stores critical information on children and families to meet federal reporting requirements and facilitate the delivery of child welfare support services, including family support and family preservation.

• All Significant Events are documented in SACWIS.

• For those without SACWIS access, a report of an event to DCFS/POS worker and/or SCR/CIRU serves as the sole report/notification. The worker/SCR/CIRU is responsible for entering the event into SACWIS.
Notify IlliniCare Health

If a Critical Incident/Significant Event involves an IlliniCare Health enrollee, notify the health plan within 1 business day from the time the incident/event is identified.
Resources

• Illinois Department of Healthcare and Family Services, DHS Division of Rehabilitation Services and Illinois Department on Aging – Critical Incident Reporting

  Critical Incidents
  Illinois Department on Aging_Attachment
  HealthChoiceAttachment

• Illinois Department of Children and Family Services Procedures 331 – Significant Event Reporting

  DCFS Procedures
  31 Significant Event