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CRITICAL INCIDENT MANAGEMENT



Objectives

The purpose of this presentation is to review Critical Incident Management requirements, and emphasize to Office of Long-Term Living (OLTL) Home and Community-Based Services (HCBS) providers:

- *What* is a critical incident,
- *Who* is responsible to report a critical incident,
- *When* to report a critical incident



Critical Incident Management – Policy and Regulation

The content of this presentation is based on the requirements outlined in the Critical Incident Management Bulletin issued on **February 23, 2023**; the approved 1915(c) HCBS Waiver documents; and the Community HealthChoices (CHC) Agreement.

The legal requirements are found in **Title 55 Pa. Code, Chapter 52.**



Critical Incident Management - Policy and Regulation

Per **55 Pa. Code, Chapter 52**; OLTL's Critical Incident Management Bulletin; and the 2022 CHC Agreement, administrators and employees of Long Term Services and Supports (LTSS) providers, including Community Health Choices – Managed Care Organizations (CHC-MCO), Service Coordinators (SC), and individual providers of HCBS are responsible for reporting critical incidents through Enterprise Incident Management (**EIM**), an electronic data system that collects information regarding critical incidents involving waivers and Act 150 program participants. In addition, **Direct Service Providers (DSP)** are required to notify the participant's SC when a critical incident occurs.

Additional Training Requirements per 55 PA Code § 52.21 (d)

A provider shall implement standard annual training for staff members providing services which contains at least the following

- (1) Prevention of abuse and exploitation of participants.
- (2) **Reporting critical incidents.**
- (3) Participant complaint resolution.
- (4) Department-issued policies and procedures.
- (5) Provider's quality management plan.
- (6) Fraud and financial abuse prevention



Critical Incident Management - Policy and Regulation

CHC-MCOs, SCEs, and DSPs are all mandated reporters under both the Adult Protective Services (APS) (individuals ages 18-59) and the Older Adult Protective Services (OAPS) (individuals ages 60 and older) Acts. Therefore, in addition to reporting a critical incident in EIM, CHC-MCOs, SCEs, and DSPs are **required** to report any suspected **abuse, neglect, exploitation, or abandonment** to the appropriate PS agency based on the age of the participant.



▶ Enrolled Provider Requirements

Manage Critical Incidents

Develop & implement written policies & procedures



Critical Incident Management

- Prevention and trend tracking
- Risk management
- Investigations
- Reporting
- Notifications
- Staff training (upon hire and annually) ★

Individual's Rights

- Participants have the right to make choices, subject to the laws and regulations of the Commonwealth, regarding their lifestyles, relationships, bodies, and health, even when those choices present risks to themselves or their property.
- Participants have the right to refuse to cooperate with reporting critical incidents.
- CHC-MCOs, SCs, and DSPs must report critical incidents **even when the participant does not wish to do so.**



Critical Incident Management

1

Before a critical incident is reported, measures must be taken immediately to ensure the health, safety and welfare of the participant. This may include calling 911, contacting APS or OAPS if the situation meets the definition, law enforcement, the fire department, or other authorities as appropriate.

2

After the health and welfare of a participant have been ensured, the entity who discovered or first learned of the incident must determine whether it is a reportable incident.

Critical Incident Criteria

What is a critical incident?

An occurrence of an event that jeopardizes the participant's health or welfare including

1. **Abuse**, which includes the infliction of injury, unreasonable confinement, intimidation, punishment, mental anguish, or sexual abuse of a participant. Types of abuse include, but are **not** necessarily limited to:

- Physical abuse, defined as a physical act by an individual that may cause physical injury to a participant;



Critical Incident Criteria

- Psychological abuse, defined as an act, other than verbal, that may inflict emotional harm, invoke fear, or humiliate, intimidate, degrade or demean a participant;

Sexual abuse, defined as an act or attempted act, such as rape, incest, sexual molestation, sexual exploitation, or sexual harassment and/or inappropriate or unwanted touching of a participant; and

- Verbal abuse, defined as using words to threaten, coerce, intimidate, degrade, demean, harass, or humiliate a participant;



Critical Incident Criteria

2. **Neglect**, which includes the *failure to provide a participant the reasonable care* that the participant requires, including, but not limited to, food, clothing, shelter, medical care, personal hygiene, and protection from harm. Seclusion, which is the involuntary confinement of an individual alone in a room or an area from which the individual is physically prevented from having contact with others or leaving, is a form of neglect;
3. **Exploitation**, which includes the *act of depriving, defrauding, or otherwise obtaining the personal property from a participant in an unjust, or cruel manner, against one's will, or without one's consent, or knowledge for the benefit of self or others;*



Critical Incident Criteria

4. **Death** (other than by natural causes);

Important note: Do **NOT** use Secondary Category “Unexplained” in the Incident First Section. If circumstances are unknown, use “Suspicious”. Secondary Category “Unexplained” is for use in the Final Section once a Coroner has determined the cause of death can not be verified.

5. **Serious Injury**, an injury that causes a person severe pain or significantly impairs a person's physical or mental functioning, either temporarily or permanently;



6. **Hospitalization**, only if unplanned. NOT routine or scheduled hospital visit for lab work or routine planned treatment of illness;

7. **Provider or staff misconduct**, including deliberate, willful, unlawful, or dishonest activities;

Critical Incident Criteria

- 8. Restraints**, which include any physical, chemical or mechanical intervention that is *used to control acute, episodic behavior that restricts the movement or function* of the individual or a portion of the individual's body. Use of restraints *and seclusion* are both restrictive interventions, which are actions or procedures that limit an individual's movement, a person's access to other individuals, locations or activities, or restricts participant rights;



Critical Incident Criteria

9. **Service interruption**, which includes any event that results in the participant's inability to receive services and that places the individual's health and or safety at risk. This includes *involuntary termination* by the provider agency, and *failure of the participant's back-up plan*. If these events occur, the provider agency must have a plan for temporary stabilization; and
10. **Medication errors** that result in hospitalization, an emergency room visit, or other medical intervention.



What is **not** a critical incident?

- ✘ • **Complaints** are different from critical incidents and should **not** be reported as critical incidents.
- ✘ • Program **fraud** and **program financial abuse** should **not** be reported as critical incidents but should be reported in accordance with the OLTL Fraud & Financial Abuse bulletin 05-11-04, 51-11-04, 52-11-04, 54-11-04, 59-11-04 issued on August 8, 2011.
- ✘ • Missed shifts that do **not** place the participant's health, safety, or welfare at risk.
- ✘ • Deaths due to **natural causes**.
- ✘ • **Pre-scheduled** medical procedures in hospitals.

Critical Incident Reporting Timeframes

- The entity who first discovers or has firsthand knowledge of a critical incident is responsible to report it.
 - A Direct Service Provider (DSP) who discovers or has firsthand knowledge of a critical incident **must** also inform the Service Coordinator (SC) within 24 hours of discovery.
 - The SC or DSP that discovers or has firsthand knowledge of a critical incident **must submit the First Section** of the critical incident report to OLTL **within 48 hours of discovery** using the **EIM system**. **There are no other methods to report a critical incident to OLTL.**
- Note:** When the DSP is unable to determine if the SC already submitted an incident report in EIM for the event, err on the safe side and submit an incident report. OLTL will review upon final submission.
- If the incident was discovered on a weekend or a **State** holiday, the 48 hours begin at 12:00 AM on the first business day after discovery of the incident.

Critical Incident Reporting Timeframes



Within **24 hours** of Discovery, Direct Service Provider (DSP) notifies the Service Coordinator (SC).

Within **24 hours** of having knowledge of the incident, SC begins the investigation.

SC ensures that contact is made with PS staff if a report has been made to the PS Agency.



Within **48 hours** of Discovery, DSP or SC (whichever entity **first** discovered or became aware of the incident) ensures the **First Section** of incident report is submitted in EIM.

Within **30 days** of discovery and upon SC completing the investigation, the **SC completes and submits** the Incident Report's **Final Section** in EIM.

Critical Incident Timeframes

(Excerpt from Critical Incident Management Bulletin dated February 23, 2023)

B. PROCEDURES:

I. Mandatory Reporting of Critical Incidents

It is mandatory that the MCO, SC, or provider agency that discovers or has firsthand knowledge of the critical incident report it. This applies to incidents that happen AT ANY TIME, including:

- 1) Critical incidents that occur during the time a service is being provided, **and**
- 2) Critical incidents that occur during the time an agency is contracted to provide services but fails to do so, **and**
- 3) Critical incidents that occur at times other than when an agency is providing or is contracted to provide services (if the agency becomes aware of such incidents).



Critical Incident Reporting Timeframes Examples

1st Scenario:

On Friday March 3, 2023, at 2:00 PM, the Direct Service Provider (DSP) arrives for their shift and finds John on the floor complaining of leg/hip pain. He is unable to get up and tells the DSP that he fell while going to heat up a frozen meal for lunch. **3/3/2023 at 2 PM is your incident discovery date and time.**

1. Immediately: Call 911 and ensure participant receives medical attention
2. By 2:00 PM on Saturday March 4, 2023 (**24 hours** from incident discovery):
Notify the Service Coordinator of the event
3. **By 1:59 PM on Tuesday March 7, 2023 (48 hours** from 2 PM on Friday 3/3, excluding Saturday and Sunday. Counting from 2 PM to 11:59 PM on Friday = 10 hours + 24 hours Monday + 14 hours on Tuesday from 12 AM to 1:59 PM = **48 hours**): ensure the Incident First Section is **submitted** in EIM
4. Collaborate with SC in investigation.

Friday, March 3, 2023
at 2 PM
Incident **Discovered**



Saturday, March 4, 2023
by 2 PM (**24 hours**)
Notify SC of the incident



Tuesday, March 7, 2023
by 1:59 PM (**48 hours**)
Submit Incident First Section in EIM



Critical Incident Reporting Timeframes Examples

2nd Scenario:

On Saturday, March 4, 2023, at 10:30 PM, John texts the Direct Service Provider (DSP) saying he fell while he was transferring into bed around 8:00 PM. John called family; they called 911. EMS responded and transported John to General Hospital. **3/4/2023 at 10:30 PM is your incident discovery date and time.**

1. Immediately: DSP alert their Agency
2. By 10:30 PM on Sunday March 5, 2023 (**24 hours** from 10:30 PM on 3/4/2023):
Notify the Service Coordinator of the event.
3. **By 11:59 PM on Wednesday, March 8, 2023, (48 hours** from 12 AM on Monday, 3/6/2023, **excluding Saturday and Sunday)**: ensure the Incident First Section is submitted in EIM.
4. Collaborate with SC in investigation.

Saturday, March 4, 2023

10:30 PM

Incident **Discovered**

Sunday, March 5, 2023

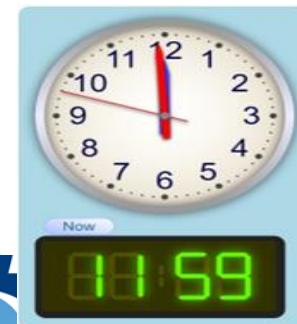
by 10:30 PM (**24 hours**)

Notify the SC of the incident

Wednesday, March 8, 2023

by **11:59 PM (48 hours)**

Submit Incident First Section in EIM



Critical Incident Reporting Timeframes Examples

3rd Scenario:

On Friday, March 3, 2023, at 10:30 pm, the Service Coordinator (SC) is contacted by John's family, alerted to the fall/injury and admission to General Hospital. **3/3/2023 at 10:30 PM is your incident discovery date and time.**

1. By 10:30 PM on Saturday March 4, 2023 (**24 hours** from 10:30 PM 3/3/2023):
SC will begin investigation.
2. Alert the Direct Service Provider Agency to hold services
3. **By 10:29 PM on Tuesday, March 7, 2023, (48 hours** from 10:30 PM on Friday, 3/3/2023, excluding Saturday and Sunday. Counting from 10:30 PM to 11:59 PM on Friday = 1.5 hours + 24 hours Monday + 22.5 hours from 12 AM to 10:29 PM on Tuesday = **48 hours**):
ensure the Incident First Section is submitted in EIM.
4. By April 2, 2023 (**30 calendar days** from Discovery): submit Incident Final Section in EIM.

Friday, March 3, 2023
10:30 PM
Incident Discovered



Saturday, March 4, 2023
by 10:30 PM (**24 hours**)
SC begins investigation



Tuesday, March 7, 2023
by 10:29 PM (**48 hours**)
Submit Incident First Section in EIM



MARCH 2023						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	
APRIL 2023						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Critical Incident Reporting Notifications

- Within **24 hours of the report**, the agency staff who first became aware of the critical incident **must** notify the participant and their representative of the critical incident report filing. This notice must be provided in a format that is easily understood by the participant and/or their representative. If the participant's representative is suspected of being involved with the critical incident, the representative should **not** be notified.
- When the Direct Service Provider (DSP) is the incident initiator, the DSP must confirm to the Service Coordinator (SC) this has occurred so the SC can complete the field in the Incident Final Section:



Was the participant notified within 24 hours that a critical incident report has been filed?

Select One ▼

Critical Incident Reporting Process

Although all incidents reported to APS and OAPS require a critical incident report in EIM, **not all critical incidents rise to the level of a PS Referral.**

HEALTH,
SAFETY &
WELFARE

SCs and CHC-MCOs are responsible for ensuring the health, safety, and welfare of participants by implementing risk mitigation measures, in order **to prevent** Abuse, Neglect, Exploitation, or Abandonment.

Providers play an essential role in this process.



Critical Incidents and Protective Services Reporting

When an incident involves suspected **abuse, neglect, exploitation, or abandonment**, the priority is ensuring participant safety, which might involve calling the police, crisis intervention, ambulance. It **requires** making a report to PS. Contact the PS Hotline **1-800-490-8505**.



Critical Incidents and Protective Services Reporting

- The PS agency will determine the priority level of the RON and whether it will be assigned for investigation.
- **Once PS is involved, they are responsible for investigating the allegations.**
- The SC and provider staff will cooperate with APS or OAPS in their investigation. Once completed, **if the allegations are substantiated, APS or OAPS may provide or arrange for services** intended to protect the adult and ensure their immediate safety and well-being, *in collaboration with the SC and the provider.*



Critical Incident Report Documentation

- Remember that state entities are viewing your report, so **each critical incident report** must account for **background information** relative to the critical incident, and **explanations of who is involved/what happened**.

Note: If you read the critical incident report **in court**, would it paint an accurate picture of the situation, the participant's life, and the steps taken to ensure health and safety.



Note: EIM incident report is a real-time document and must be kept up to date with the most recently known information.

- Everyone uses abbreviations differently:
Participant: has been abbreviated as PRT, PTPT, PART, which could also have different meanings. For example, PART is an acronym for Program Assessment Rating Tool. PRT is also used to abbreviate Portable Rapid Test. The use of abbreviations in critical incidents is **strongly discouraged**.

Critical Incident Report Documentation

- When a critical incident occurs, any information relating to the critical incident or the participant should be kept **confidential**, and only necessary information should be released to essential personnel such as police, medical personnel, APS/OAPS, crisis intervention, etc., in order to ensure the participant's health and welfare, and/or complete the critical incident report.
- 55 Pa. Code § 52.29 outlines the confidentiality requirements.



Critical Incident Report Documentation

The following slides are intended to present **a few** key sections of the EIM incident report's [First Section](#).

Detailed training on entering and submitting a critical incident report in EIM is available on the [HCSIS Learning Management System \(LMS\)](#).

Information and training regarding incident report content and details are the *responsibility of the Direct Service Provider Agencies and SC Agencies*.

For CHC waiver participants, the **CHC-MCOs** are responsible to provide training.

Critical Incident Report EIM Documentation

Individual Information

ID: [98858](#) Version: 28 Type: Individual Incident Primary Category: Status: Open

Individual: [PCG_CHCAA](#) **Provider:**
MCI: [640371551](#) **Discovery Date:**

[Expand Details](#) ▾

[Go To](#) Individual Information ▾

Individual Demographics:

MCI:	640371551
SSN:	XXX-XX-7401
BSU:	
Individual Name:	PCG, CHCAA
Case Management System:	HCSIS
Residential County:	Armstrong
Funding County/Joinder:	
Region:	
Waiver/Program:	Act 150/OBRA/CHC-HCBS
Gender:	Female
Date Of Birth:	01/01/1980

Critical Incident Report EIM Documentation

Individual Contact Information:

Phone Number:

Email: cpcg@pcg.netty.com

Address Line 1: 500 N 6TH ST

Address Line 2:

Address Line 3:

City: APOLLO

State: Pennsylvania

Zip Code: 15613-1220

Case Management Details:

SC Entity Name: ABC Service Coordination

Assigned SC: 1998MEYERS, JON1998

Assigned SC Phone: (789) 456-1231

Assigned SC Email: test@stet.comqw

MCO: MCO Name

Critical Incident Report EIM Documentation

Initiator Information

ID: [98858](#)

Version: 28

Type: Individual Incident

Primary Category:

Status: [Open](#)

Individual: [PCG_CHCAA](#)


Provider:

MCI: [640371551](#)

Discovery Date:

[Expand Details](#) 

Go To

Initiator Information 

Initiating Organization

Organization Type:

Case Management Agency/Provider

Organization:

OLTL FM TOOL NINETY

MPI (if applicable):

300434303

Initiating User

Initiator Name:

OLTLUDSATTENDA, PCG

Phone Number:

Email:

OLTLUDSATTENDA9999@OLTLUDSATTENDA.com



Critical Incident Report EIM Documentation

Provider Information

ID: [98858](#) Version: 28 Type: Individual Incident Primary Category: Status: [Open](#)

Individual: [PCG_CHCAA](#) **Provider:**
MC: 640371551 **Discovery Date:**

[Expand Details](#)

[Go To](#) Provider Information

Provider Information:
[Select Provider/Location](#)

MPI: 300433870
Name: OLTL FM TOOL FIFTY

Provider Service Location Information:

Service Location Provider Type: 59. Attendant Care
Service Location ID: 0001
Service Location Name: Site One
Phone: (717) 555-1212
Email:
Address Line 1: 2040 LINGLESTOWN RD
Address Line 2:
Address Line 3:
City: HARRISBURG
County: Dauphin
State: Pennsylvania
Zip Code: 17110-9515
Provider Type:
Staff First Name:
Staff Last Name:

Select **Your** Provider Type (person entering the information)

Enter **Your** First and Last Names



Critical Incident Report EIM Documentation

Discovery Date - date that the incident was **discovered** by a provider/SCE staff member. Enter accurate date and time in Incident Classification screen:

Go To Incident Classification

Incident Classification

Discovery Date and Time:

Primary Category:

Primary Category Date Occurred:


Secondary Category:

Select	Secondary Category	Date Occurred
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Critical Incident Report EIM Documentation

Incident Classification Screen

Incident Classification

Discovery Date and Time: 

Primary Category:

Primary Category Date Occurred:

Secondary Category:

Investigation Required?

Calendar Overlay:

March 2023

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Time 12:00 am

Hour:

Minute:

NOW DONE

Critical Incident Report EIM Documentation

Click on calendar for date of incident discovery.

Enter AM/PM hour and minutes for time of incident discovery.

03/03/2023 12:00 am

March 2023

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Time 12:00 am

Hour

Minute

NOW DONE

03/03/2023 2:00 pm

March 2023

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Time 2:00 pm

Hour

Minute


NOW DONE

Critical Incident Report EIM Documentation

Incident Classification screen (continued)

Incident Classification

Discovery Date and Time:

★ 03/03/2023 2:00 pm 

Primary Category:












★ Hospitalization 

Primary Category Date Occurred:

★ 03/03/2023 


Secondary Category:

★

Select	Secondary Category	Date Occurred
<input checked="" type="checkbox"/>	Accidental	03/03/2023 
<input checked="" type="checkbox"/>	Emergency Room Visit	03/03/2023 
<input type="checkbox"/>	Medical Decline	MM/DD/YYYY 
<input type="checkbox"/>	Medication Error	MM/DD/YYYY 
<input type="checkbox"/>	New illness	MM/DD/YYYY 
<input type="checkbox"/>	Provider Associated/Caregiver Neglect	MM/DD/YYYY 
<input type="checkbox"/>	Provider Associated/Paid Caregiver	MM/DD/YYYY 
<input type="checkbox"/>	Psychiatric	MM/DD/YYYY 
<input type="checkbox"/>	Readmission	MM/DD/YYYY 
<input type="checkbox"/>	Reportable Disease	MM/DD/YYYY 
<input type="checkbox"/>	Serious Injury	MM/DD/YYYY 

Critical Incident Report EIM Documentation

Incident Classification Screen (continued)

Investigation Required?	★ Not Allowed	DETERMINE IF AN INVESTIGATION IS REQUIRED 
Proceed with Investigation?	★ No	
Assigned Certified Investigator:		

Date Reviewed:


Reviewer:

Choking/Falling Indicator: ★

Was the provider selected the target of an allegation of abuse, neglect, or exploitation? ★

Was this incident referred to Adult Protective Services (18-59 years of age)? ★

Was this incident referred to Older Adult Protective Services (60+ years of age)? ★

Date referred to Adult Protective Services/Older Adult Protective Services: 

Incident involves suspected/confirmed COVID-19 diagnosis: ★

Protective Services
Referral Questions.
Only answer for
Categories of **Abuse,**
Neglect, Exploitation

Critical Incident Report EIM Documentation

Reporter Information

Reporter Information

Initial Reporter Type: * Provider

Relationship to Participant: * Reporting Provider Staff

If other, please specify:

First Name: * Test

Last Name: * Case

Address Line 1: 123 Main Street

Address Line 2: 555 Walnut Street 6th floor

Address Line 3:

City: Harrisburg

County: Dauphin

State: Pennsylvania

Zip Code: 17101

Phone: 7178881234

Email: testcase@state.pa.gov

UNDO CHANGES

SAVE

← BACK

SAVE & CONTINUE →

Critical Incident Report EIM Documentation

Incident Description

Incident Description

Description: *

On Friday March 3, 2023, at 2:00 PM, the DSP arrives for their shift and finds John on the floor complaining of leg/hip pain. He is unable to get up and tells the DSP that he fell while going to heat up a frozen meal for lunch. John tells the DSP he used his PERS right before she arrived. His family was notified as the emergency contact by the PERS Company and they are on their way.

3615 characters remaining

Location of Incident:

★ Individuals Residence ▼

If community site or other, please explain:

4000 characters remaining

Were restraints or restrictive interventions being used during the occurrence? *

No ▼

If restraints or restrictive interventions were used, please explain:

4000 characters remaining



Critical Incident Report EIM Documentation

- **Incident Description**

On Friday March 3, 2023, at 2:00 PM, the Direct Service Provider (DSP) arrives for their shift and finds John on the floor complaining of leg/hip pain. He is unable to get up and tells the DSP that he fell while going to heat up a frozen meal for lunch. John tells the DSP he used his Personal Emergency Response System (PERS) right before she arrived. His family was notified as the emergency contact by the PERS Company and they are on their way.

Critical Incident Report EIM Documentation

Initial Action Taken

Initial Action Taken

Type of Contact:

★ Onsite Visit

Please describe the initial action taken: ★

DSP prepared the space for arrival of EMS and stayed with John awaiting his family. At 2:25 PM DSP contacted the PAS Agency Supervisor by phone to provide details. At 2:30PM EMS arrived and assisted John onto the litter. At 2:45PM, EMS told DSP that John was being taken to General Hospital. At 2:45, DSP called family to let them know where to find John. 3:00PM DSP updated PAS agency Supervisor about John's transport to General Hospital. 3:15 PM PAS Agency Supervisor made call to Service Coordinator and received voice mail—message left with full details of John's event and EIM ID of incident submitted in EIM.

3383 characters remaining

Was the participant/victim separated from the target?

★ N/A

If no, please explain:

4000 characters remaining

Were supports offered to the participant/victim?

★ Yes

If no, please explain:

Call 911 for participant and offered to notify his emergency contact and family members.

3912 characters remaining

Critical Incident Report EIM Documentation

Go To Initial Action Taken

Initial Action Taken

Please describe the initial action taken: ★

DSP prepared the space for arrival of Emergency Medical Services (EMS), and stayed with John awaiting his family. At 2:25 PM DSP contacted the PAS Agency Supervisor by phone to provide details. At 2:30 PM EMS arrived and assisted John onto the litter. At 2:45PM, EMS told DSP that John was being taken to General Hospital. At 2:45 PM, DSP called family to let them know where to find John. 3:00 PM DSP updated PAS agency Supervisor about John's transport to General Hospital. 3:15 PM PAS Agency Supervisor made call to Service Coordinator and received voice mail - message left with full details of John's event and EIM ID of incident submitted in EIM.

Critical Incident Report EIM Documentation

Initial Action Taken screen continued

What supports were offered to the participant/victim?

Medical Attention Given:

- Assessment of Injury
- CPR Administered
- Emergency Room
- First Aid
- Hospital
- Primary Care Practitioner
- Urgent Care Center
- Other
- Not Applicable

If other, please describe:

Offered PCP follow up assistance which participant declined.

3940 characters remaining

Was a call made to 911?

Yes

If no, please explain:

4000 characters remaining

Law Enforcement Contacted:

No

If no, please explain:

Not necessary to contact law enforcement.

3959 characters remaining



Critical Incident Report EIM Documentation

DSP/DCW **must always** contact the service coordinator and document contact on this screen

Agencies Contacted

ID: 98858 Version: 28 Type: Individual Incident Primary Category: Hospitalization Status: Open

Individual: PCG, CHCAA Provider: OUTL FM TOOL FIFTY
MCI: 640371551 Discovery Date: 03/03/2023

Expand Details

Go To Agencies Contacted

Were any agencies contacted? ★ Yes

Agency Notified - Incident Agencies Contacted	If Other, Please Specify - Incident Agencies Contacted	Date/Time of Contact - Incident Agencies Contacted	Person Contacted (First Name)- Incident Agencies Contacted	Person Contacted (Last Name)- Incident Agencies Contacted	Phone Number - Incident Agencies Contacted	Email Address - Incident Reporter Information
No Records to display.						

DELETE **EDIT** **ADD**

Agencies Contacted

What agency was notified? ★ Service Coordination Entity (SCE)

If other, please specify:

Date/Time of Contact: ★ 03/03/2023 3:15 pm

Person Contacted (First Name): ★

Person Contacted (Last Name): ★

Phone Number: ★

Email Address:

Critical Incident Report EIM Documentation

Target Information screen - complete for categories of **Abuse/Neglect/Exploitation** or **Staff Misconduct**

Target Information

ID: [98858](#) Version: 28 Type: Individual Incident Primary Category: Hospitalization Status: [Open](#)

Individual: [PCG, CHCAA](#) Provider: [OLTL FM TOOL FIFTY](#)
MCI: [640371551](#) Discovery Date: 03/03/2023

[Expand Details](#) ▾

[Go To](#) Target Information ▾

Were there targets identified? ★

[UNDO CHANGES](#) [SAVE](#)

[« BACK](#) [SAVE & CONTINUE »](#)

Critical Incident Report EIM Documentation

Use the [VALIDATE] Button to check if Section has been completed correctly

Incident Detail

The document contains invalid responses

ID: [98858](#) Version: 28 Type: Individual Incident Primary Category: Hospitalization Status: Open

Individual: [PCG, CHCAA](#) Provider: [OLT, FM TOOL FIFTY](#)
MCI: [640371551](#) Discovery Date: 03/03/2023

Document Name	Status	Due Date	Action	Submitted Date	Submitted By	Last Edit Date	Edited By	Report Extension	Print
Incident First Section	In Progress	3/7/2023 10:29 PM	VALIDATE SUBMIT			3/8/2023 05:49:21 PM	OLTLUDSATTEN... PCG		<input type="checkbox"/>

Page Name

- + ✓ Individual Information
- + ✓ Initiator Information
- + ✓ Provider Information
- + ✓ Incident Classification
- + ✗ Reporter Information
- + ✓ Incident Description
- + ✓ Initial Action Taken
- + ✓ Agencies Contacted
- + ✓ Target Information

Critical Incident Report EIM Documentation

If Validation is successful, click **[SUBMIT]**

Incident Detail

Validation Successful

ID: [98858](#) Version: 28 Type: Individual Incident Primary Category: Hospitalization Status: Open

Individual: [PCG_CHCAA](#) Provider: [OLTL FM TOOL FIFTY](#)
MCI: [640371551](#) Discovery Date: 03/03/2023

[Collapse Details](#)

	Document Name	Status	Due Date	Action	Submitted Date	Submitted By	Last Edit Date	Edited By	Report Extension	Print
+	Incident First Section	In Progress	3/7/2023 01:59 PM	VALIDATE SUBMIT			3/3/2023 02:29:55 PM	OLTLUDSATTEN... PCG		

Critical Incident Report EIM Documentation

Once the First Section is submitted, the Final Section will be created for the SC to complete

🔒 Incident Detail

ID: [98858](#) Version: 28 Type: Individual Incident Primary Category: Hospitalization Status: Open

Individual: [PCG, CHCAA](#)
MCI: [640371551](#)
Provider: [OLTL FM TOOL FIFTY](#)
Discovery Date: 03/03/2023

[Collapse Details](#) ⌵

	Document Name	Status	Due Date	Action	Submitted Date	Submitted By	Last Edit Date	Edited By	Report Extension	Print
+	Incident First Section	Submitted	3/7/2023 01:59 PM		3/6/2023 06:50:34 AM	OLTLUDSATTE... PCG	3/6/2023 06:50:34 AM	OLTLUDSATTEN... PCG		<input type="checkbox"/>
+	Incident Final Section	Created	4/2/2023	INITIATE						<input type="checkbox"/>
+	State Management Review	Created								<input type="checkbox"/>

INCIDENT ABSTRACT

PRINT SUMMARY

REASSIGN POINT PERSON

MARK AS CONFIDENTIAL

LINK TO INCIDENTS / COMPLAINTS

DOCUMENT UPLOAD

Contact information for concerns with Providers

- Provider Operations Hotline for questions or to report concerns with **providers/SCEs: 1-800-932-0939** or by email at: RA-HCBSENPRO@pa.gov
- For CHC participant concerns, **please contact the participant's MCO.**



Critical Incident Management Resources

Incident Management and Protective Services training is available for Providers and Service Coordinators on OLTL's contractor Dering Consulting website:

<https://deringconsulting.com/OLTL-Provider>



Helpful Links

- HCSIS Learning Management System (LMS) Link:
<https://www.hcsis.state.pa.us/HCSISLMS>
- EIM Link: <https://www.hhsapps.state.pa.us/EIM>
- State Holiday Calendar can be found in the PA Office of the Budget site:
<https://www.budget.pa.gov/Services/ForAgencies/Payroll/Pages/Holiday-and-Pay-Calendars.aspx>.
- New 2023 Critical Incident Management Bulletin:
[Critical-Incident-Management-Bulletin.pdf \(pa.gov\)](#)



Questions and Additional Information

EIM access and roles assignment is the responsibility of each agency. The HCSIS Help Desk is available to assist with system issues or questions.

- For HCSIS and EIM System-related Technical Assistance, you may contact the HCSIS Help Desk at **1-866-444-1264** or by email at c-hhcsishd@pa.gov
- Questions or requests for additional information regarding Critical Incident Management can be sent to the following email address: RA-OLTL_EIMimplement@pa.gov



Beth Manbeck - Registered Nurse
Damaris Alvarado - Section Chief
Critical Incident Management Unit
Office of Long-Term Living

Questions?

