

Provider Bulletin # 15-06
The Philadelphia Department of Behavioral Health and Intellectual disAbility Services (DBHIDS)
Community Behavioral Health

Significant Incident Reporting
December 4, 2015

POLICY FOR REPORTING

The DBHIDS has revised the process for reporting Significant Incidents, to supersede the policy dated September 1, 2007. This policy is effective January 4, 2016.

Definition of a Significant Incident: Any occurrence of a non routine event which is inconsistent with standards or practice and has or has the potential to jeopardize the health and/or wellbeing of an individual receiving service.

Reportable Significant Incidents include, but are not limited to, the following:

1. Death of a member
2. Restraints (physical, mechanical, and chemical)
3. Seclusion
4. Homicide committed by a member who is receiving services or has been discharged within 90 days
5. Suicide attempt (with or without medical intervention)
6. Act of violence requiring medical intervention (includes intervention provided by staff nurse/physician), by or to a member (Mental Health provider only if committed by member)
7. Alleged or suspected abuse (physical, sexual, verbal, financial) of or by a member.
8. Adverse reaction to medication and/or medication error administered by a provider (includes Medication Assisted Treatment dispensing errors)
9. Any physical ailment or injury that requires non routine medical attention at a hospital on an emergency, outpatient, or inpatient basis (this includes visits to urgent care).
10. Neglect which results in injury or hospital treatment (committed by Mental Health provider).
11. Missing person: a child who has not returned to home or facility within 4 hours, or an at-risk adult who has not returned home or facility within 24 hours (includes filing of a police report)
12. Police involvement or arrest (excludes involuntary commitments (302s))
13. Fire, flood, or serious property damage at a site where behavioral health services are delivered or a facility where members reside
14. Infectious disease outbreak at a provider site
15. All non-routine discharges from inpatient, residential rehabilitation (Drug & Alcohol), children's residential treatment, detoxification, or methadone maintenance treatment (i.e., administrative/ involuntary discharges or leaving a facility against medical or facility advice (AMA, AFA))
16. Any sexual contact involving a minor, non-coerced or otherwise, that occurs at a provider site
17. Presence of contraband (illicit substances and synthetic cannabinoids) at a bed based facility

Reporting Process:

1. A copy of all reportable incidents must be faxed to the Quality Management Department at (215) 413-7132 on the attached Significant Incident Report form within 24 hours of an incidents' occurrence or upon notification of an incidents' occurrence. **All Significant Incident Report forms must indicate the Provider Number in Section 7.**
 - Reports of children who have not returned home or to the facility within 4 hours must be reported immediately.

EXCEPTION: All Long Term Structured Facilities (LTSR) and Community Residential Rehabilitation programs (CRR) will only enter the reportable incident into the Home and Community Services Information System (HCSIS) within 24 hours of the occurrence.

2. Any death which occurs at a provider facility must be immediately reported to the CBH's Psychiatric Emergency Services (PES) line. The PES line can be contacted at (215) 413-7171.
3. When an internal investigation is warranted, the provider must submit a copy of the investigative report to CBH within 14 days of the incident. Investigative reports must clearly document how the incident was investigated and the findings of the investigation, including any corrective actions taken to prevent further occurrence. Investigative reports may be faxed to the Quality Management Department at (215) 413-7132 or mailed to:

Community Behavioral Health
Quality Management Department
801 Market Street, 7th Floor
Philadelphia PA 19017

NOTE: If an investigation is not completed within the designated 14 days, the provider must notify the Quality Management Department of the investigation status, including preliminary findings, and a projected investigation completion date.

4. Incidents involving alleged physical abuse, sexual abuse, and/or neglect of children must be reported to the Pennsylvania Department of Human Services (PA DHS). Providers are mandated by the PA DHS to report incidents directly by calling the Commonwealth's Childline at (800) 932-0313 or submitting the information via the online portal, <https://www.compass.state.pa.us/cwis/public/home>.
5. Providers must submit the PA DHS notification letter (indicated/unfounded) to the Quality Management Department upon receipt. If the provider has not received a notification letter, but has received a verbal communication from the PA DHS, provider must notify the Quality Management Department of the date the verbal determination was provided and the name of the investigator providing the verbal determination. If an allegation is deemed indicated or a Licensing/Approval/Registration Inspection Summary Violation is issued the provider must submit a copy of the Licensing/Approval/Registration Inspection Summary Violation and the corresponding Corrective Action Plan submitted to the PA DHS.
6. Incidents involving alleged physical abuse, sexual abuse, and/or neglect of an adult between 18 and 59 years old, who has a physical or mental impairment that substantially limits one or more major life activities, must be reported to the PA DHS. Providers are mandated by the PA DHS to

report incidents directly by calling the Commonwealth's Protective Services Hotline at (800) 490-8505.

7. A missing person who is considered to be at-risk should be reported to the Acute Services Mental Health Delegates by faxing a Missing Person Report Form to (215) 732-2508. The form will be forwarded to all the Crisis Response Centers (CRC), so that they can notify the provider if the member presents at a CRC. The Mental Health Delegate phone number is (215) 685-6440.

Where to Send Significant Incident Reports

All reportable incident must be faxed to CBH Quality Management	Fax: (215) 413-7132
Investigative reports may be faxed or mailed to CBH Quality Management	Fax: (215) 413-7132 Mail: Community Behavioral Health Quality Management Department 801 Market Street, 7 th Floor Philadelphia PA 19017
Incidents involving the suspected abuse/neglect of children must be reported to the Commonwealth's Childline	Childline phone number: (800) 932-0313 Online portal: https://www.compass.state.pa.us/cwis/public/home
An at-risk missing person should be reported to the Acute Services Mental Health Delegates	Fax Missing Person Report form to (215) 732-2508 Mental Health Delegate phone number (215) 685-6440
Death of a member at a provider facility must be reported to the CBH PES Line	PES Line phone number (215) 413-7171
Incidents involving the suspected abuse/neglect of an adult between 18 and 59 years old, who has a physical or mental impairment that substantially limits one or more major life activities, must be reported to the Commonwealth's Protective Services	Protective Services Hotline at (800) 490-8505