Incident Reporting

DIVISION OF HEALTHCARE FINANCING
DEVELOPMENTAL DISABILITIES SECTION
NOVEMBER 2019
Mandatory reporting

State law requires every individual in Wyoming to report suspected instances of abuse, neglect, and exploitation of a child or vulnerable adult. This requirement is called Mandatory Reporting.

You must report suspected instances of abuse and neglect to law enforcement and/or the Department of Family Services (DFS).

More information on mandatory reporting can be found at https://dfs.wyo.gov/i-need-to-report/abuse-neglect-exploitation/. 
Mandatory Reporting Categories

Mandatory reporting categories include:

- Suspected abuse;
- Suspected self-abuse;
- Suspected neglect;
- Suspected self-neglect;
- Suspected abandonment;
- Suspected exploitation;
- Suspected intimidation;
- Suspected sexual abuse; and
- Death.
Chapter 45, Section 20 of the Department of Health’s Medicaid Rules covers:

- Critical incident reporting requirements
- Statutory references
- What counts as an incident
- Who should be notified
The following critical incidents must be reported to the Division immediately:

- Abuse
- Neglect
- Exploitation
- Abandonment
- Intimidation
- Sexual abuse
- Death
Additional Division Reporting Categories

The following incidents must be filed with the Division within one business day:

- Police involvement
- Use of restraint
- Use of seclusion
- Serious injury
- Injury caused by restraint
- Elopement
- Medication errors that result in emergency medical attention
- Medical/behavioral admissions, including unscheduled hospital/ER visits
- Other health and safety concerns
Medication errors must be reported within three business days of the date the error is discovered, and include:

- Wrong medication;
- Wrong dosage;
- Missed medication;
- Wrong participant;
- Wrong route; and
- Wrong time.
Internal Incidents

- Providers are required to maintain documentation of all incidents involving participants, even if they do not rise to the level of a required report to the Division.
- Providers have five days to provide information related to internal incidents to case managers.
- Case managers must report an incident if they discover a reportable incident that has not been reported during review of participants incident reports.
- Your Provider Support Specialist (PVS) may request to see this documentation at any point, including during certification renewal, to make sure this requirement is fulfilled.
- Case managers are expected to summarize all incident reports, including those reported to the Division, in the Case Management Monthly Review.
Filing an Incident with More than One Concern

- Currently, only one incident category can be selected.
- Consider notification requirements.
- Select the most serious possible category.
- Example:
  - Participant was injured by a provider staff member. You took them to the hospital to get treatment for a broken arm. This injury meets the definition of a “serious injury” but also the definition of “abuse.”
  - You would have three possible choices: Abuse, Serious injury, and Medical admission.
  - The most serious and most appropriate category for this scenario is abuse because when choosing this category, the system generates all required notifications.
Filing a report in a timely manner is very important. The Division must be notified in the appropriate time frame based on the severity of the incident.

Chapter 45 Section 20 outlines the specific time frames providers must meet when reporting incidents.

If you cannot access the online system to report, call and/or email the Division to file a timely report. All other required notifications must also be made within the timeframes outlined in rule.
Frequently Asked Questions: Do These Examples Count?

- Is self-harm a critical incident?
  - Yes, it can be. It would be reported under Self Abuse

- What if the incident is something that is already covered in the IPC, like a participant banging their head against a wall?
  - Just because an action is in the IPC does not mean it is not an incident. Look at the statutory definitions of injuries.
  - In this type of incident, if the incident did not result in an injury, then no; however if it resulted in the need for medical attention, then yes.
  - Even if the incident is not reportable to the Division, providers should document this event as an internal incident or through some other behavior tracking mechanism.

- Is a suicide attempt a critical incident?
  - Yes, and must always be reported as self-abuse.

- Is drug use an incident?
  - Sometimes. Police involvement is an incident.
  - Unsafe behaviors that cause injuries while intoxicated are incidents.
  - You may want to contact your local DFS to discuss the incident and determine if it rises to the level of self-abuse.
Frequently Asked Questions: Who Reports?

- Are case managers required to report incidents?
  - Yes. Case managers are required by law to report incidents.
  - Case managers should also make sure that a provider has filed an incident. Providers have first-hand knowledge of the incident and should always file.
  - Case Managers should file additional information about the incident, if necessary.

- Who else is required to report an incident?
  - Providers (provider, staff, or designee)
  - Case managers
  - The public may also file a report

- I reported the incident to my boss. Does that count as reporting the incident?
  - Not necessarily.
  - All staff must have knowledge of how to file an incident.
  - Providers may designate one individual to file incidents, but all incidents must be reported.
  - Staff should always follow up and verify that the report was filed.
Go to the Division Website at: https://health.wyo.gov/healthcarefin/dd/

Click on “To Report an Incident, Click Here”.

Enter the required information.

Complete the entire form, and be detailed when completing the description of:

- What happened leading up to the incident;
- The incident itself; and
- Actions taken by the provider/staff to address the situation.
BHD INITIAL NOTICE OF INCIDENT

INCIDENTS MUST BE REPORTED IMMEDIATELY AFTER TAKING ACTIONS TO ADDRESS PERSON'S HEALTH AND SAFETY NEEDS.

Instruction: Please DO NOT use initials & abbreviations in narrative and for agency names. File a separate incident for each participant involved (except mass emergency), then please call the division immediately!

Participant Information

- Client First Name
- Client Last Name
- Date of Incident
- Date of Report
- Phone
- Title or Relation To The Client
- Client Middle Name
- Waiver
- Location (City)
- Person Reporting
- Email
Frequently Asked Questions: Incident Reporting Form

**Duty to Report:**
- Adult Protection Services Act
- Child Protection Services Act

**Incident Description**

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<tr>
<th>Incident Type</th>
<th>DFS Notification</th>
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<tr>
<td>Suspected Self Abuse</td>
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<tr>
<td>Suspected Neglect</td>
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<td>Suspected Self Neglect</td>
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<td>Suspected Exploitation</td>
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<tr>
<td>Suspected Abandonment</td>
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<td>Death</td>
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<tr>
<td>Interdiction</td>
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<tr>
<td>Sexual Abuse</td>
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<td>Police Involvement</td>
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<tr>
<td>Other Injury</td>
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Frequently Asked Questions: Incident Reporting Form
Continuing Education Credits (CEUs)

To earn continuing education credits, please complete the linked survey.