

PUOP# Client013 Revision: 1
Effective Date: 07/23/2004

Prepared By: KP
Approved By: Pending

- Title:** Adverse Incident Reporting Procedure
- Policy:** WCFAAA and its contracted providers will comply with Chapter 415, F.S. and ensure all incidents of elder abuse, neglect, and exploitation involving WCFAAA funded clients are properly reported and documented.
- Purpose:** To outline the procedure used to ensure adverse incidents in which the health, safety, and welfare of clients is, or has been affected, are reported to WCFAAA within 48 hours.
- Scope:** This procedure ensures proper reporting and follow-up occurs for any client where a serious and/or major incident has occurred or is suspected in compliance with Chapter 415, F.S., DOEA NOI #112113-1-I-SWCBS and WCFAAA NOI #122612 Medicaid Waiver Reporting Requirements.
- Responsibilities:** WCFAAA staff and provider agencies are required to report all incidents of abuse, neglect, or exploitation within 48 hours and maintain appropriate documentation to ensure proper follow-up through resolution of the incident has occurred.
- The Adverse Incident Reporting Log and supporting documentation is to be kept in a binder, stored in the Director of Program Management's office.

Procedure:

Abuse Neglect and Exploitation Reporting: WCFAAA and all contracted providers comply with Chapter 415, F.S. Chapter 415 F.S. states, "...an employee of the recipient who knows, or has reasonable cause to suspect, that a child, aged person or disabled adult is or has been abused, neglected, or exploited, shall immediately report such knowledge or suspicion to the State of Florida's central abuse registry and tracking system on the statewide toll-free telephone number (1-800-96ABUSE).

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- ❖ The Elder Helpline periodically receives calls that are of a crisis in nature (suicidal concerns, possible abuse, endangerment situations, and inquirers who wish to remain anonymous yet require rescue, etc). If the call is deemed immediately life threatening, 9-1-1 is to be called immediately.

For calls where there are concerns regarding possible suicide, the Information and Referral (I&R) Specialist will conduct a three-way linkage with the appropriate crisis center and connect the individual with a crisis counselor. The I&R Specialist will conduct a brief lethality assessment prior to placing a call to the crisis center. The assessment consists of determining ideation or history of ideations and if the caller has a specific plan to do harm.

For calls where there are concerns regarding potential abuse and other elder endangerment situations, the I&R Specialist will contact the Abuse Hotline or the caller will be instructed to call the abuse hotline. It is appropriate to conduct a three-way linkage between the caller and the Abuse Hotline, if the situation warrants.

It should be noted that certain situations require an open dialogue between the I&R Specialist and the staff of the Abuse Hotline to ensure that a visit by an APS investigator will not escalate the endangerment situation. For example, an investigator may need to conduct the interview with the possible victim during a timeframe when the alleged abuser is not with the possible victim.

The I&R Specialist will link callers who wish to remain anonymous, but require rescue, to the appropriate crisis center to speak with a crisis counselor. This linkage will occur after attempts are made to ascertain the caller's identifying information. Care will be taken during the staff attempts to identify the caller in order to minimize caller frustration and avoid losing the caller.

The WCFAAA's Elder Helpline works with the following crisis centers when calls of a crisis nature are received:

- Crisis Center of Tampa Bay (Hillsborough County)
- Peace River Center (Polk, Highlands and Hardee Counties)
- Manatee Glens (Manatee County)

Upon receipt of an Adverse Incident Report, WCFAAA staff is responsible for:

- Documenting the incident in REFER and the Adverse Incident Reporting Log;
- Communicating directly or via e-mail with WCFAAA management to ensure they are aware of the incident;
- Determining the appropriate staff person to contact the DOEA and report the incident;
- Immediate reporting of the incident to DOEA by the designated staff person.
- Any crisis intervention calls are automatically slated for follow-up.

Provider Agencies

All providers are required to notify the WCFAAA's President and CEO within 48 hours of any and all serious or major incidents involving a WCFAAA funded client. Serious and/or major incidents include, but are not limited to, the following:

- Death of a client. Notification is not required for a death determined to be from natural causes; nor the death of a hospice patient, unless staff intervention or lack of intervention contributed to the death;
- Brain or spinal damage;
- Permanent disfigurement;
- Fracture or dislocation of bones or joints;
- Any condition requiring medical attention to which the recipient has not given informed consent. This does not include transfer of a recipient to hospital because a pre-existing condition has worsened;

- Any condition that requires the transfer of the recipient, within or outside an Assisted Living facility to a unit providing a more acute level of care due to the adverse incident, rather than the recipient's condition prior to the adverse incident;
- An incident which has or may effect the health and safety of a client, i.e., broken bones, severe bruising, EMS contact, etc.;
- A crime or threat which may impact or has impacted the health and safety of a client or staff member;
- Incident involving a client, law enforcement agency, DCF or other agency of authority, This does not include notification for Baker Act transport;
- Any allegation of client abuse, neglect, or exploitation as defined in s. 415.102, F.S.;
- Resident elopement;
- Closure of a service site;
- Media contact regarding incident, a client or WCFAAA funded services;
- Termination of a subcontractor; and,
- Any other incident of a serious or major nature

Should there be difficulty in determining if an incident qualifies as a serious or major issue or incident, contact Maureen Kelly, President and CEO, Gloria Schuyler, Chief Operating Officer or Katie Parkinson, Director of Program Management for a determination.

Initial Notification:

The provider must notify WCFAAA's President and CEO in writing via fax within 48 hours of when the provider first becomes aware of the incident. The initial notification must include a summary overview of the incident; copy of initial incident report; a statement of action taken, planned, or contemplated; time frames for implementation, and any assistance required or needed to resolve the situation.

Record of the incident and corresponding documentation shall be kept by WCFAAA through utilization of the Adverse Incident Reporting Log. WCFAAA Management will determine if the notification of the DOEA is required.

Secondary Notification:

Within seven (7) business days of the initial notification, the provider will submit an update to the President and CEO. The update will include a summary overview of the action taken; any subsequent documentation detailing or clarifying the incident; and a summary of action implemented to date; and other information as may be required. The Provider will continue to update WCFAAA on the incident until the incident is resolved.

Mandatory Incident Log and DOEA Reporting:

WCFAAA and its contracted providers are required to record all incidents, both, major and minor, in an Adverse Incident Report log. The adverse Incident Report Log will be made available to WCFAAA upon request. At a minimum the log will contain the client name, date and time of report, date and time (if known) of incident; brief summary of incident; case assignment; resolution summary, and date of closure.

Upon receipt of Provider notification of adverse incident, WCFAAA management will contact the DOEA designated contract manager.

Attachment: Adverse Incident Report Log

Revision History:

Revision	Date	Description of changes	Requested By
1	11/28/12	Updated for Medicaid Waiver Program Requirements in accordance with DOEA NOI 112112-1-I-SWCBS.	Katie Parkinson, Director of Program Management