

SAMHS Quality Management Webinar Series

“Critical Incident Reporting”

Presenters: Linda Santeramo and Wanita Page

Thursday, November 12, 2013

CRITICAL INCIDENTS

All licensed or contracted agencies are required to report critical incidents to the Office of Substance Abuse and Mental Health Services

Start Date: November 15, 2013



Why the Change

- Prior to the change there were 3 avenues to submit Critical Incidents
- We merged: OSA & OAMH = SAMHS
- We wanted to streamline
- One Critical Incident Committee
- Easier & more beneficial to agencies and SAMHS

Client Name or Identifier

- Mental Health providers will continue to use first and last name
- Substance Abuse providers will use the clients first and last initials, and their TDS identifier (birth date and last four digits of their SS #)

Why Report

- Informs SAMHS of major incidents concerning Consumers that could become public (media coverage)
- Helps SAMHS staff assess what is going on with the Consumers
- Helps SAMHS staff develop training activities
- Helps SAMHS staff provide technical assistance
- Allows SAMHS staff to provide feedback to the providers
- Allows providers and SAMHS staff to collaborate on the best way to service the Consumer

Why Call SAMHHS

- Calls should be made when there are events that result in possible media coverage
- Immediate action can be taken by DHHS/SAMHHS if necessary
- Technical Assistance can be provided to the provider if needed
- A process will be in place should media contact DHHS
- It assures that the Program Administrator or designee is notified

Who To Call

- All calls during working hours will be directed to Wanita Page 287-7217 or 215-8237
- All calls after hours, weekends and holidays will be to the Nurse on Duty at Riverview Psychiatric Center 624-3900

Changes

- Form looks different
- Substance Abuse & Mental Health programs use the same form
- Forms faxed to one location in Augusta. Fax number is 207-287-9152
- Residential Facility to be included if the incident took place there
- Still Level I & II, but no A, B, C, etc.
- Call time Level I 4 hours, Level II no call

Changes (continued)

- Level I send report in 24 hours, Level II send report in 3 business days
- Current status of persons involved
- Name of staff involved
- Follow-up
- Program Type is enhanced

What to Report

- We have tried to make it easier for your program to determine what to report
- Use the guidance of the Critical Incident form
- Report to Child Protective and Adult Protective when appropriate (when in doubt report)
- Use your best clinical judgment (that is why we require a supervisor to sign off)
- There are always scenarios that are not anticipated so feel free to contact Wanita Page

Response by SAMHS

- After reviewing the report, no further action is required
- After reviewing the report, no further action is required. In the future:
- After reviewing the report, we have the attached questions
- After reviewing the report and the additional information that you have provided:
 - a. ___ There are no other questions
 - b. ___ We are continuing further review

Most Common Additional Questions

- The form is not completely filled out or is incorrectly completed
- N/A is used instead of none or unknown
- The precipitating event is missing
- The description of the event is unclear
- A question regarding a particular policy
- A question of why a particular action wasn't taken

In The Future

- Used old form or the Children's form
- Incomplete form or lacking signatures
- Used the wrong category
- Putting people in the wrong category

Program Area Affiliation

- Has only 3 categories
 - Mental Health
 - Substance Abuse
 - Both

Program Type

- There have been categories added or changed
 - Medically Assisted Treatment
 - Residential (PNMI)
 - Shelter
 - Outpatient
 - Club House
 - Case Management
 - Daily Living Support
 - Crisis (Mobile & Crisis Stabilization Unit)
 - Extended Care
 - Community Rehabilitation Services

Technical Assistance

- Calls to the program when there are numerous Critical Incidents regarding the same Consumer
- Calls to the program when there is a lack of action or action that concerns SAMHS staff
- Collaborating with the program to ensure Consumer's or public safety
- Offers/Requests for training

Contact Information

- Fax 207-287-9152
- Voice: 207-287-2595
- Email: criticalincidents.dhhs@maine.gov
- Electronic form:
<http://www.maine.gov/dhhs/samhs/mentalhealth/forms.shtml>
- <http://www.maine.gov/dhhs/samhs/osa/treatment/forms/index.htm>
- <http://www.maine.gov/dhhs/forms.shtml>
- Questions contact: Wanita Page 287-7217 or 215-8237 or wanita.page@maine.gov
- Children's Critical Incidents: Nadine Martin- Fax # 287-6308, phone #624-7944