



Identifying and Reporting Critical Incidents

Last Updated: February 2023

Objectives

After this course, you will be able to:

- Define what a critical incident is and the various types that may occur
- Identify signs of abuse and neglect of a member
- Properly report incidents

What is a Critical Incident?

What classifies as a critical incident?

- Actual or alleged abuse, neglect, or exploitation
 - **Abuse** – Physical or sexual abuse, sexual harassment, emotional or verbal abuse
 - **Neglect** – The failure of an individual to provide a member with necessities of life including but not limited to food, clothing, shelter, or medical care
 - **Exploitation** – The illegal use of assets or resources of a member

What is a Critical Incident?

Any incident that has the potential to place a member or member's services at risk or harm

- Abandonment
- Fraud
- Behavioral Health
- Death
- Unanticipated Death
- Legal/Criminal Activity
- Medication Management
- Restraint, Seclusion, or other Restrictive Intervention
- Medical Emergency/Injury/Illness
- Missing Person/Elopement
- Environmental/Unsafe Housing/Displacement
- Falls with injury

Abuse

Injury inflicted on an individual other than by accidental means, including:

Physical

Verbal

Sexual

Emotional

Physical Abuse

- The willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish
- Often occurs in conjunction with neglect

Verbal Abuse

- It is when someone uses their words to assault, dominate, ridicule, manipulate, and/or degrade another person and negatively impact that person
- Often in conjunction with emotional abuse

Sexual Abuse

- Unwanted touching, fondling, sexually inappropriate remarks, or other sexual activity with a person who is unable to understand, unwilling to consent, threatened, or physically forced to engage in sexual behavior or activity.
- This includes sexual harassment, coercion, or assault allegations

Emotional Abuse

- Also known as psychological abuse or mental abuse
- Is a form of abuse characterized by a person subjecting or exposing another to behavior that may result in psychological trauma, including anxiety, chronic depression, or post-traumatic stress disorder

Neglect

A failure to:

- Notify an appropriate healthcare professional when healthcare needs exist
- Provide or arrange necessary services to avoid physical or psychological harm to a member
- Terminate the residency of a member whose needs can no longer be met, causing an avoidable decline in function

Passive Neglect

A non-malicious failure to provide the necessities of life, including, but not limited to:

Food

Clothing

Shelter

Medical Care

Willful Deprivation

- A willful denial of medications, medical care, shelter, food, therapeutic devices, or other physical assistance to a person who, because of age, health, or disability, requires such assistance and thereby exposes that person to the risk of physical, mental, or emotions harm because of such denial; except with respect to medical care or treatment when the dependent person has expressed an intent to forego such medical care or treatment and has the capacity to understand the consequences

Self-Neglect

- Occurs when an individual neglects to attend to their basic needs, such as personal or oral hygiene, appropriate clothing, feeding, nutrition, or tending appropriately to medical conditions
- This can also be an observed neglect of a dependent member by a caregiver

Exploitation

- The illegal use of assets or resources of an adult with disabilities
- Exploitation includes, but is not limited to, misappropriation of assets or resources of the alleged victim by undue influence, by breach of fiduciary relationship, by fraud, deception, extortion, or in any manner contrary to law

Identify Critical Incidents

- Below are some tips on identifying signs of abuse, neglect, and exploitation. If you identify any incidents like the ones listed below, you must report to the appropriate authorities

Could not explain the source of an injury and the injury was not observed by someone.

Tells you they were told not to talk to you or anyone, and that you/anyone must talk to the caregiver.

Often tells you that they do not have food in the house.

Tells you that the caregiver needs money for items that should be covered as a benefit (medications, supplies, etc.)

Has injuries that are suspicious due to the extent, location, or number of injuries at one time or multiple points in time.

Mandated Reporters

- Mandated reporting is defined as *immediate reporting* required from a mandated reporter of suspected maltreatment when the mandated reporter has reasonable cause to believe that an individual known to the mandated reporter in a professional or official capacity may be abused or neglected

Illinois Reporting Agencies

State Agency	CI/SE Reporting Criteria	Phone Number*
Police/EMS	Cases needing local law enforcement	911
Adult Protective Services	CI: Abuse, Neglect, Exploitation	1-866-800-1409
Department of Children and Family Services	CI: Abuse, Death, Elopement, Exploitation, Neglect, Human Trafficking	1-800-252-2873
Office of Inspector General	CI: Abuse, Exploitation, Neglect *For members 18-59 who reside in or receive mental health/developmental disability services from DHS-operated or DHS-funded state agencies.	1-800-368-1463
IDPH Nursing Home Hotline	CI: Abuse, Neglect, Exploitation *For members residing in a nursing facility	1-800-252-4343
Supportive Living Facility Hotline	CI: Abuse, Neglect, Exploitation * For members residing in a skilled living facility (SLF)	1-844-528-8444

Reporting to Meridian

1. Notify the appropriate state agency following the discovery of the incident
2. Complete the Critical Incident and Significant Event Intake Form is located under provider resources on the Meridian Website: <https://www.ilmeridian.com/providers/resources/forms-resources.html>
3. Email completed form to Meridian at criticalincidents@mhplan.com

Critical Incident Prevention

- Be involved in the community; support your community
- Changing attitudes about people with disabilities
- Raise awareness
- Advocate for your patient
- Always ensure your patients feel safe
- Provide education to your patients about Abuse, Neglect and Exploitation
- Educate your staff



**If you have questions related to critical
incidents, please contact**

criticalincidents@mhplan.com