Critical Incident Reporting

IOWA DEPARTMENT OF PUBLIC HEALTH

Protecting and Improving the Health of Iowans

http://www.idph.iowa.gov/substance-abuse/Integrated-Provider-Network/Documents

Iowa Department of Public Health
Critical Incident Form

Date:	Name/title of individual completing the form:
Agency name:	
Address (include City):	
Phone:	Email:
Location of incident:	

Name of patient or person involved in the incident:	
Unique Client Number:	
☐ Male ☐ Female	Age:
List any other involved party (i.e., patient, family member, visitor, staff, member, etc.):	
Specify service being provided or treatment level of care:	
Date of the incident: Time of the incident: ☐ a.m. ☐ p.m.	
The incident was: ☐ Witnessed ☐ Discovered	

Type of Incident:

☐ Death – specify:
☐ Suicide attempt
☐ Self-injury
☐ Assault/abuse of others
☐ Medication error
☐ Unauthorized departure from a 24-hour facility pursuant to a court order (AMA/ASA non committals are not required to be reported)
☐ Behavior that requires the intervention of law enforcement
☐ Behavior that results in physical injury
☐ Condition that requires emergency medical treatment
☐ Condition that requires emergency mental health treatment
☐ Other dangerous behavior
☐ Other:

Why are critical incidents required?

- The Division reviews critical incident reports to ensure client safety and appropriateness of care.
- The Division maintains a tracking log that supports analysis of trends in incident reporting. Critical incidents are also tracked and reviewed for potential violations of Iowa Administrative Code 641−155.

What types of incidents need reported

Death – regardless of the cause or setting in which it occurred

- These are reported whether seen as a medically related death such as the result of illness, a possible suicide, or an apparent homicide.
- An accidental overdose resulting in death also needs reported.

Suicide attempt – intentional or voluntary

- Non-reportable events:
  - Threats of suicide that do not result in an actual attempt
  - Gestures that clearly do not place the member at risk for serious injury or death

Self-injury – individuals requiring medical treatment more intensive than first aid

Assault/abuse of others – Allegations of abuse are to be reported; includes abuse of individual by staff or abuse of individuals by others; if it was reported to DHS, an incident report needs submitted

Medication error – Includes missed medication, incorrect medication, or incorrect dosage

- Non-reportable events: Refusal by the client to take prescribed medication

What type of incidents need reported

Unauthorized departure from a 24-hour facility pursuant to a court order

- Non-reportable events: AMA/ASA who are not under a committal

Behavior that requires the intervention of law enforcement – any event requiring the services of a law enforcement agency

- Non-reportable events: Non emergent services of police; police presence for commitment; testing of alarms unrelated to criminal activity

Behavior that results in physical injury – i.e. fall causing an injury

Condition that requires emergency medical or mental health treatment – use of emergency room care; ambulance, use of CPR

Other dangerous behavior – aggressive behaviors; illegal acts; property damage; possession of illegal/hazardous substances

Other – may include missing person (individuals out of contact with staff without prior arrangement for more than 24 hours)

Do all clients need reported?

Only submit critical incidents for active clients receiving IPN funding. This includes any of the incidents listed in the critical incident report, regardless of age, level of care or location of occurrence.

**Licensure requires notification of all juvenile client deaths receiving services in an inpatient or residential program, regardless the funding source.

Timeframes for reporting

- The critical incident form needs to be emailed within 24 business hours of when the incident occurred or when the agency was informed of the incident.

- Forms are to be sent in a **secured** email to:

  IPN@idph.iowa.gov

- A copy of the critical incident form needs to be retained in the client record

On/Off Grounds Incidents

For residential clients:

- All incidents occurring on or off site need to be reported as the client is in a 24 hour level of care.

For outpatient clients:

- Medical related incidents occurring offsite do not need to be reported as critical incidents (i.e. medical injury resulting from a fall while at home).
- For any high risk incident involving substance use or mental health (i.e. client attempts suicide at home, overdoses on the weekend), a critical incident would be required.

Next steps

- Division staff review all critical incidents to ensure appropriate protocols are in place, especially with high risk incidents (deaths, suicides, homicides, etc.)

- In cases where a death occurs or there is a specific need for more information, the Division may request additional information from the provider (i.e. policies and procedures, client records, etc.).

- Follow up may include, but is not limited to technical assistance, requirement of a corrective action plan, or possible grounds for a denial of a license.

Questions