



NEBRASKA

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DEPT. OF HEALTH AND HUMAN SERVICES

Incident Reporting AD and TBI



Agenda

Introduction to the Liberty Critical Incident Management Team

Entering/approving Incident Reports and Required Notifications/Timelines

Liberty Quality Review Process



MEET THE CRITICAL INCIDENT TEAM



Betty Smith

Susan Mackstaller

Rosie Newell

Tammy Coffey

Role: Incident Manager

Role: Incident Specialist

Role: Incident Specialist

Role: Incident Specialist



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MEET THE CRITICAL INCIDENT TEAM



Jennifer Montag

Keesha Godel

Erin Davis

Tara Balvin

Role: Incident Specialist

Role: Incident Specialist

Role: Incident Specialist

Role: Administrative Assistant

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Entering and Approving Incident Reports Required Notifications and timelines

***This is process Training. Therap training is posted to the website and more will be coming.**



Purpose

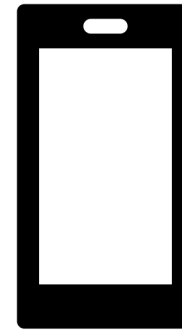
Intended for all Providers of Medicaid Home and Community Based Waiver Services (HCBS) through the AD and TBI Waivers

- Outlines who is responsible for reporting incidents
- Provides timelines for required reporting
- Only covers incidents that must be reported to the Division of Developmental Disabilities (DDD), in Therap, Via General Event Report (GER)

Definitions will be presented at a later meeting



Who is Responsible for Reporting Incidents?



Service Providers both Agency and Independent are responsible for reporting incidents to Services Coordination as well as entering a General Event Report (GER) into Therap.



Reporting Requirements

Required Notification/Report	How Notification/Report is Completed	Required Timeframe for Notification/Report
<p>participant's Service Coordinator (SC)</p>	<p>Phone call/voicemail</p> <p>**If unable to reach SC by phone and unable to leave voicemail, notification can be made by secure email or SCOMM in Therap.</p> <p>**Do not use text messages, as it is not secure communication.</p>	<p>As soon as possible but no more than 4 hours after observing or discovering the reportable incident</p>
<p>Verbal notification to the participant's legal representatives(s)</p> <p>**Only applicable when participant has a legal representative.</p> <p>**When there are multiple legal representatives, at least 1 must be notified, and provider must attempt to notify all guardians.</p>	<p>Phone call/voicemail</p> <p>**When the provider cannot reach the legal representative, a voicemail is sufficient to meet notification requirements.</p> <p>**When the provider cannot reach/leave a voicemail for the guardian, all attempts are recorded in the GER.</p>	<p>Preferred: As soon as possible upon observing/discovering the incident</p> <p>Required: Within 24 hours of the verbal report to the SC</p>
<p>Verbal notification to the participant</p> <p>**Not applicable when the participant was present or is aware of the incident.</p>	<p>In person</p> <p>**Document any contact/non-contact within the GER.</p>	<p>Preferred: As soon as possible upon observing/discovering the incident</p> <p>Required: Within 24 hours of the verbal report to the SC</p>
<p>Written report to DDD – All incidents identified in this guide</p>	<p>GER submitted in Therap</p> <p>GER submitted in Therap</p>	<p>Within 24 hours of the verbal report to the SC</p> <p>Within 72 hours of GER Submission</p>



Verbal Notification to the Participant's Service Coordinator

When making the verbal report to the participant's Service Coordinator, the provider must give **all** the following information:

- The name of the person making the verbal report and the provider agency they work for (when applicable)
- The Participant's name
- The type of incident being reported
- A brief summary of the incident
- A brief summary of any action taken immediately to ensure the safety of the participant and others

Must occur within 4 hours of Observation/Discovery of the incident via phone call or voice mail.



Verbal Notification to the Participant's Legal Representative(s) or Power of Attorney if applicable

- Phone Call/Voicemail
 - A voicemail can be left when the provider cannot reach the guardian.
 - If the provider cannot reach the guardian via phone and cannot leave a voicemail, the provider needs to document all attempts in the GER.
 - Required timeline for Notification/Report is within **24 hours** of the notification to the Service Coordinator.

Legal Representatives include but are not limited to: Full/Partial Guardians, Power of Attorney, Conservator, Representative Payee, etc.

A person recognized by law with respect to another's property or interest.



Verbal Notification to the Participant

- In person notification/report
 - Document any contact/non-contact within the GER
- Required timeline for Notification/Report is within 24 hours of verbal report to Service Coordinator



Abuse Neglect, or Exploitation Reports

When an incident involves suspected or alleged **abuse, neglect, or exploitation**, the provider must **immediately report** the incident to **law enforcement** or the **DHHS Children and Family Services Abuse and Neglect Hotline** at:

1-800-652-1999

The hotline is toll-free and is available 24 hours a day, 7 days a week.

All providers of HCBS services are *mandatory* reporters of abuse, neglect, and exploitation.



Therap General Event Report (GER)



Basic Information ?

Individual JOHN SMITH

Program

Site

* Event Date

* Report Date

* Reported By

* Reporter's Relationship to Individual

Event Basics

* Event Type Injury Medication Error Emergency Safety Intervention Restraint Other Death Other

* Notification Level

Location

Address Street 1 Street 2 City ZIP State USA

Phone

Fax

Describe what happened before the event

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Abuse/Neglect/Exploitation

* Abuse Suspected? Yes No

* Neglect Suspected? Yes No

* Exploitation Suspected? Yes No

Event Injury ?

* Time of Injury hh:mm a

Unknown

* This event was Observed Discovered

Discovered Data/Time MM/DD/YYYY hh:mm a

Specific Location

* Type

* Cause

* Severity

Color

Size Length (cm) Width (cm) Depth (mm)

* Body Part(s)

Body Diagram

Treatment by

Time of Treatment hh:mm a

Treatment date, if different than event date MM/DD/YYYY

Injury Photo Add Image

Actions Taken ?

Corrective Actions Taken

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Plan of Future Corrective Actions

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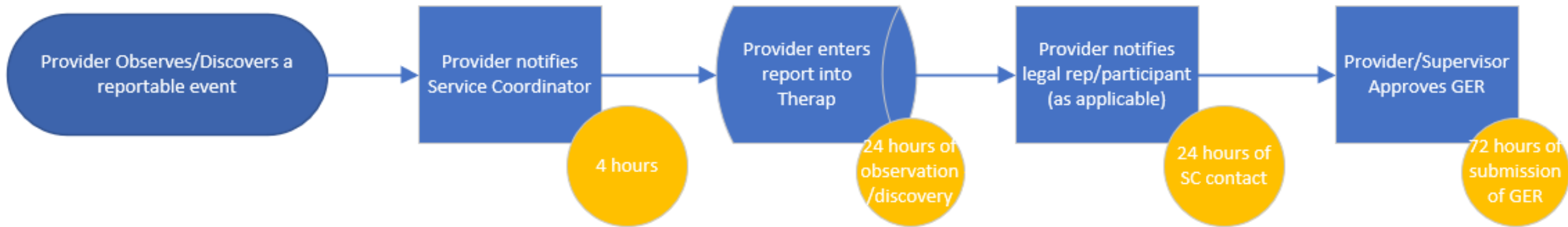
Notification(s)



Liberty Quality Review Process

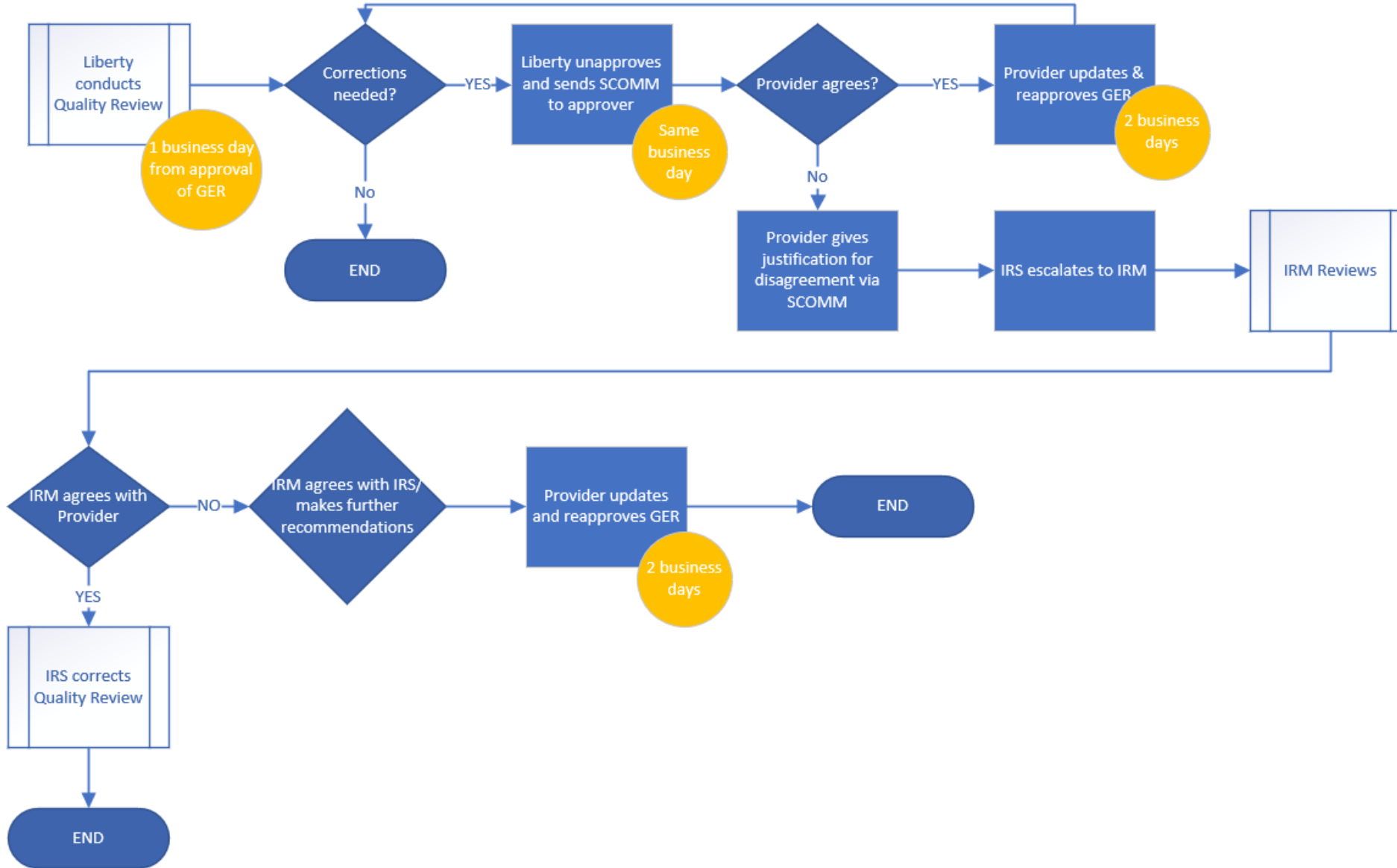


Provider Reporting Process





Liberty Quality Review Process





Upcoming Trainings & Resources

November 8, 2022 – High-Level Reportable Incident Definitions & How to Respond

November 29, 2022 – Medium-Level Reportable Incidents Definitions & How to Respond Part 1

December 6, 2022 – Medium-Level Reportable Incidents Definitions & How to Respond Part 2

Ongoing Therap Trainings and Communication: Please subscribe for updates:

— <https://dhhs.ne.gov/Pages/AD-Provider.aspx>

— <https://dhhs.ne.gov/Pages/Liberty-Partnership-Quality-Project.aspx>



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Questions?

Email:

NeGERHelp@libertyhealth.com