

Stabilization and Crisis Unit (SACU)



Guideline: 5.005 Client Incident Reports and Emergency Notification

Effective date: 04/15/10 (revised 04/24/13 , 02/14/14)

OARS: OAR 411-325-0190 Safety; 411-325-0020

Description: General Event Report (GER) via THERAP will be completed to provide a safe and healthy environment for people who live and work within the Stabilization and Crisis Unit (SACU). Incidents will be recorded and tracked by SACU.

Purpose/Rationale: Completing a GER for these significant events, will allow the teams to take immediate action to provide protection (if necessary), and for analysis of trends/patterns to improve services to clients.

Applicability: A GER will be completed during the same shift the incident occurs, by staff directly involved or witnessing the event(s). Staff will complete the injury tracking form via THERAP until resolved/healed, for any injuries.

Failure to Comply: Delayed reviews may result in not identifying incidents, which may include potential abuse allegations, and need prompt investigation. Patterns of injuries or other potential environmental problems may also be unidentified.

General Event Reports (GER's) will be completed for the following:

- Cuts, scratches, scrapes, lacerations, abrasions, burns, all bites of any type
- Fractured bones
- Sprained joints
- Bloody nose
- Chipped teeth
- Bruises, Black eyes
- Any injury with antibiotic ointment treatment, application of ice, first aide, etc.
- All falls
- Any suspected abuse and/or neglect.
- Death (expected or unexpected).
- Medical PPI (lab, etc.)
- Any medical/surgical procedure requiring sedation
- Any incident that requires 911 assistance: fire, police and/or ambulance
- Any allegations of abuse or neglect
- Any theft
- Any illness/injury requiring emergency room, Urgent Care, hospitalization
- All hospital admissions **and** discharges
- Attempted suicide
- Any suicide threat
- Ingestion of Non – Edible Items or Mouthing of Non-Edible Items, as defined by BSP
- Choking
- Self-Injurious Behavior, as defined by BSP
- Aggression
- Property Destruction
- Leaving Supervised Settings/Missing
- Program PPI
- Emergency PPI
- Emergency Psychotropic Medication (prm)
- Incident with the Public
- Unusual incidents

General Event Reports requiring a photo taken and downloaded to THERAP

- Suspected physical abuse
- Significant injuries that require Urgent Care or ER visit
- Unexplained injuries
- Unusual injuries

Incident reports must include; events prior to/or leading up to the incident, a description of the incident and staff response at the time of the incident and an administrative review that includes a follow-up to be taken to prevent an occurrence of the incident by the Site Manager or Assistant Manager.

Immediate Notification is **via phone call** as required in the **SACU Emergency Reporting – Chain of Command**. The following incidents require immediate notification;

- **Serious Illness, Injury of Death, or Missing, LOA/AWOL**
 - Immediately notify guardian, parent, next of kin or other significant person
 - Immediately notify service coordinator
 - **Away from Supervised Settings**
 - Immediately notify the Service Coordinator, guardian, nearest relative and police in the event that an individual is away from the residence without supervision, beyond the time frames established in the ISP or the documents of support.
 - **Allegations of abuse or an investigation of possible abuse or neglect**
 - Notify service coordinator immediately
 - Notify guardian immediately
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Physical Intervention notifications:

- **Emergency PPI's**
 - Send a copy of the GER to the service coordinator and guardian within 1 working day of the PPI
- **Program PPI's**
 - Send a copy of the GER to the service coordinator and the guardian within 5 working days of the PPI
- **Injuries that are the result of a PPI**
 - Copies must be sent to the service coordinator within 1 working day of the incident.

When you send a guardian a copy of a GER make sure any information regarding another individual is either removed or redacted.

Administrative review must include the follow up to be taken to prevent a reoccurrence of the incident by the Site Manager or Assistant Manager.

Multnomah and Clackamas Counties

These counties **do not use THERAP**. Follow GER Notification timelines for sending GER's.

Processing GER's:

The following timelines will be used for processing GER's

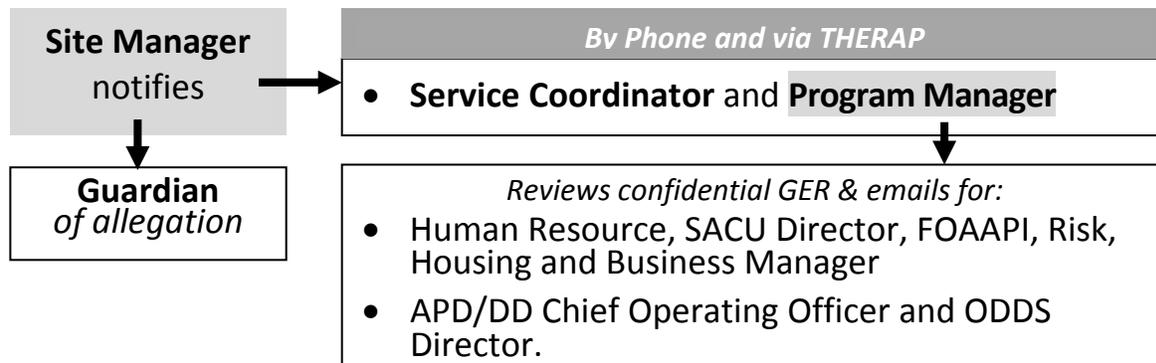
| Staff | Due date for completed review |
|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| HTT2 / MHTT | Prior to end of working shift |
| BVS2 (behavior related GER's) | 3 working days |
| RN's (nurse client relationships) | 3 working days |
| Site Manager (final house reviewer) | 5 working days |
| Note: If a GER is not needed or in error, send it via SComm to the Site Manager and Therap Coordinator to request a GER delete. | |
| | 5 working days |

GER Notifications

- Copies of all unusual incidents must be sent to the service coordinator within 5 working days.
- Upon request the guardian will be sent copies of GER's of all unusual events – if the guardian doesn't want copies of GER's, note this in the Exception section of the ISP signature page what GER's the guardian does or doesn't want.
- Don't send a guardian GER's that are part of an abuse or neglect investigation.

Process for Office of Adult Abuse Prevention and Investigations (OAAPI) GER's

GER is entered with "Abuse" or "Neglect" checked to maintain confidentiality.



NOTE: If the THERAP system is down for any reason – handwritten GER's will be completed, scanned and when system recovers attach to GER.

GER's will be completed for the following:

Aggression is any incident of aggression or attempt of aggression which may or may not result in an injury to another client, staff, or other individual. Verbal aggression will not be documented on a GER, unless identified in the individual's BSP

Attempted suicide is any attempts, by a SACU client, to cause harm to them self with the intent to cause their own death.

Choking is any situation where normal breathing is interrupted by the presence of food or beverage or other object.

Emergency Personal Protection Intervention (PPI) is any staff restriction of a client or movement of a normal function of a portion of the client, or others from injury/potentially dangerous situations, always utilizing less restrictive means prior to applying any type of emergency procedure that is not part of a current Behavior Support (BSP).

Emergency Psychotropic Medication (PRN) is any incident of the administration of medication, on an as needed basis, to assist in the de-escalation of behaviors, when all approaches (less restrictive steps) have been utilized and have not been effective. The use of a PRN psychotropic medication must have: a detailed plan; a documentation system in place; and a variance obtained from "Licensing" prior to implementation of the practice.

ALL FALLS: any fall that occurs within the home or community, whether an injury has or has not occurred.

Incident with the Public is any significant incident between a client and a member of the public.

Attempted to leave supervised settings is any incident of an attempt to leave the house via the window, exit a gate; exit a vehicle, etc. will require a GER as identified in BSP.

Leaves Supervised Setting is any incident in which a client is missing and staff is not able to locate them immediately, or if they are at any time separated from staff when in the community.

Ingestion of non-edible items is swallowing any nonfood item.

Mouthing of non-edible items as identified in BSP.

Program Personal Protection Intervention (PPI) is any incident of staff restricting the bodily motion of a client or restricting the involvement of a normal function of a portion of the client's body, as a part of a current Behavior Support Plan (BSP), with the intent being to utilize all less restrictive means of managing or altering the behavior, prior to applying a program personal restraint.

Property Destruction is any incident of property destruction that results in significant damage that requires replacement or repairs to any items of value or as outlined in BSP.

Self-Injurious Behavior is any incident of self-inflicted harm, resulting in an injury to the person or potential significant injury. *Example: head banging* or as outlined in the BSP.

Suicide threat is any verbal statement to communicate the threat of a suicide attempt. (per BSP).

Unusual incidents are any incident that is unusual in nature and could be a potentially harmful or a hazardous situation.

Medical PPI's: Lab work, etc.

Contact:

Email: (Subject line) SACU Policy SACU.admin@state.or.us

Emergency Reporting

SACU Chain-of-Command / Procedure

| Situation | Staff report to Site Manager | Site Manager, reports to Program Manager, Service Coordinator / Guardian | Program Manager reports to Director | Program Manager reports to OIT |
|---------------------------------------------------|------------------------------|--------------------------------------------------------------------------|-------------------------------------|--------------------------------|
| ◆ Death | → | → | → | → |
| Abuse / neglect | → | → | → | → |
| *AWOL (serious = immediate call) | → | → | → Serious | |
| *Suicide attempts serious | → | → | → Serious | |
| *Emergency Restraints / Psych Med. | → | → | | |
| *911 Fire/Medical/Police | → | → | → | |
| ER Visits | → | → | → Admits | |
| *Hospitals / Jail | → | → | → Admits | |
| Neighbor or Community complaints | → | → | → Serious | |
| Incidents involving the Public | → | → | → Serious | |
| Serious staffing issues (inclement weather, etc.) | → | → | → | |
| ◆ Vehicle Accidents | → | → | If injuries | |

***Contact Clinical Services Manager** (jail, 911, Serious suicide attempt, AWOL and supine or prone PPI).

◆ **Safety Manager** (Vehicle accidents and Death)

Cross over policies: 2.007 Abuse, 3.001 Behavioral Support, 5.001 Safety Committee & Program, 5.003 Emergency Plan, **5.005 IRs & Emergency Notification**, 5.006 Individual Summary Sheets