



High Fidelity Wraparound – Learning Opportunity- Critical Incident Reports

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Critical Incident Reports

- Hand out the forms
- A Critical Incident (CI) report is regarding an incident that creates a significant risk of substantial or serious harm to one of our HFWA members.
- Keep in mind:
 - Documentation should be succinct, and of a single incident that actually occurred
 - Updates to a CI belong on a progress note, not another CI report
 - If multiple HFWA professions are involved with an incident (e.g., FSP, YSP and FCC), all professional input should be combined into one CI report and submitted to Magellan as a single incident
 - Incident reports that are submitted should happen “under the HFWA professionals watch” so an event that happened in the past, in another setting and with other professionals is not an incident report that needs to be submitted to Magellan
 - An incident with “police involvement” needs to be linked to an event that falls outside of day-to-day, ordinary human experiences; casually talking with a police officer at school or a community event does not necessitate a critical incident report
 - Most importantly, the Plan of Care (POC) should be updated to address emerging needs and include interventions/supports that will prevent future CIs
- <https://www.magellanofwyoming.com/providers/tools-training/handbooks-documentation/forms/>

CIR FORM PAGE 1



**Critical Incident Report Form Wyoming
Care Management Entity**
send to WYQuality@magellanhealth.com and WYClinical@magellanhealth.com

If suspected abuse, neglect, abandonment or exploitation, immediate action is required contact local law enforcement or the Local Office of the Department of Family Services (DFS) to make verbal a mandatory report and also send a copy of this report to the Wyoming Department of Health and Division of Healthcare Financing via email to Lisa.Rockman@wyo.gov, within 24 hours

Date of Incident: _____
Where Incident Occurred: _____
Date of Reporting: _____
Provider/Facility Reporting: _____
Member Name: _____
Medicaid #: _____

- Type of Incident:
- Suspected abuse, including intimidation
 - Suspected sexual abuse
 - Suspected neglect
 - Suspected self-neglect
 - Suspected self-abuse
 - Suspected abandonment
 - Suspected exploitation
 - Police involvement
 - Injuries caused by restraints
 - Injury to the member
 - Crime committed by a member
 - Elopement
 - Medication errors
 - Use of restraints
 - Suicide threat/attempt
 - Homicide threat/attempt
 - Self-harm, requiring medical intervention
 - Death

Wyoming Critical Incident Reporting Form – Developed 3.15.2017, Approval 6.27.2018, Form Version – July, 2018



CIR FORM PAGE 2



Description of Event (including trigger, de-escalation attempts):

Result of Incident (including injuries, property damage, legal charges, behavioral consequences, modification to treatment plan, modification to crisis/safety plan):

Actions Taken (including crisis meeting or CPT held within 24 hours of incident, post incident medical interventions, member/staff debriefing, additional support or services recommended):

Notification:

	Who	Date	Time	Method
1.				
2.				
3.				
4.				
5.				

Did this incident result in a mandatory report?

Yes

No

CIR FORM PAGE 3



Did this incident result in an out of home placement?

Yes

**Requires an Out of home placement form within 24hrs and emailed to WYClinical@magellanhealth.com*

No

Did this incident result in a Plan of Care/Crisis Plan update to reflect new interventions/coping skills to address member safety? If no, please explain:

Yes

No

Critical Incident Form completed by:

Address:

Phone:

IMPORTANT REMINDERS



- CIRs must be completed within 24 hours of knowledge of incident
- CIRs must be submitted to
 - **Magellan Quality**
WYQuality@magellanhealth.com
 - **Magellan Clinical Team**
WYClinical@magellanhealth.com
 - **WDH Lisa Brockman**
Lisa.Brockman@wyo.gov
- In a case of suspected abuse, neglect, abandonment, or exploitation, **immediate action is required.**
 - **Contact local law enforcement or DFS to make a mandatory verbal report. A copy of this report must be sent to WDH via email to Lisa Brockman.**