



**Brevard
C.A.R.E.S.**

Series: Operating Procedures
COA: RPM 2.02, 2.04, PQI 4.02

Procedure Name: Critical Incident Reporting

Procedure Number: OP BC 1014

Revision #/Date: (1) 11/20/2012, (2) 2/13/2017

Reviewed Date: 09/15/2009

Effective Date: (1) 03/05/2021

Applicable to: Brevard C.A.R.E.S. staff and subcontractors

SUBJECT: Critical Incident Reporting

PURPOSE: To establish Brevard C.A.R.E.S. procedures and guidelines for identifying and reporting information related to client risk prevention and other critical incidents. The analysis of incidents should be considered part of the overall risk management program and quality improvement process of Brevard C.A.R.E.S.

REFERENCES:

Brevard Family Partnership OP 1144: Critical Incident Reporting and Analysis System and the Critical Incident Rapid Response Team

Department of Children and Families OP 175-17 Child Fatality Review Process; 175-85 Prevention, Reporting, and Services to Missing Children; OP 180-4 Mandatory Reporting Requirements to the Office of the Inspector General; 215-6 Incident Reporting and Analysis System

Florida Statutes: Chapters 485, 459, 464

RQ BC 1005: Risk Management and Quality Assurance

PROCEDURE:

Scope

- a. This procedure is applicable to all incidents occurring within a Brevard C.A.R.E.S. program or involving a Brevard C.A.R.E.S. employee.
- b. The reporting procedures do not replace the mandatory reporting requirements of abuse, neglect and exploitation to the Florida Abuse hotline. Regardless of their status as an event in client risk prevention, allegations of abuse, neglect or exploitation must always be reported immediately to the Florida Abuse Hotline and appropriate district local advocacy committees as required by law.

For the purposes of this operating procedure, a licensed health care professional is defined as a person who is licensed to practice medicine pursuant to Chapter 458, Florida Statutes (F.S.);

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licensed to practice osteopathy pursuant to Chapter 459, F.S.; or licensed as a nurse practitioner pursuant to Chapter 464, F.S.

It is the responsibility of all Brevard C.A.R.E.S. personnel and subcontractors to report within one (1) business day all critical incidents in accordance with the requirements of this operating procedure. Failure by a Brevard C.A.R.E.S. employee to comply with this operating procedure may lead to disciplinary action.

Definitions of Reportable Incidents: Upon occurrence of the incidents outlined below a Critical Incident Report is required:

- 1) Altercation: A physical confrontation occurring between a client and employee or two more clients at the time services are being rendered.
- 2) Child-on-Child Sexual Abuse: Any sexual behavior between children which occurs without consent, without equality, or as a result of coercion.
- 3) Child Death: (Requires Immediate Notification to Executive Director and Chief Executive Officer) An individual less than 18 years of age whose life terminates while receiving serving services, or when a death review is required pursuant to CFOP 175-17, Child Fatality Review Procedures. The manner of death is the classification of categories used to define whether a death is from intentional causes, unintentional causes, natural causes, or undetermined causes.
 - a) The final classification of a child's death is determined by the medical examiner. However, in the interim, the manner of death will be reported as one of the following:
 - i) Accident: A death due to the unintended actions of one's or another.
 - ii) Homicide: A death due to the deliberate actions of another
 - iii) Natural Expected: A death that occurs as a result of, or from complications of a diagnosed illness for which the prognosis is terminal.
 - iv) Natural Unexpected: A sudden death that was not anticipated and is attributed to an underlying disease either known or unknown prior to death.
 - v) Suicide: The intentional and voluntary taking of one's own life
 - vi) Undetermined: The manner of death has not yet been determined.
 - vii) Unknown: The manner of death was not identified or made known.
 - b) If a child's death involves a suspected overdose from alcohol and/or drugs, or seclusion and/or restraint, additional information about the death will need to be reported.
- 4) Adult Death: (Requires Immediate Notification to Executive Director and Chief Executive Officer) An individual 18 years of age or older whose life terminates while receiving serving services. The manner of death is the classification of categories used to define whether a death is from intentional causes, unintentional causes, natural causes, or undetermined causes.
 - a) The final classification of a child's death is determined by the medical examiner. However, in the interim, the manner of death will be reported as one of the following:
 - i) Accident: A death due to the unintended actions of one's or another.
 - ii) Homicide: A death due to the deliberate actions of another
 - iii) Suicide: The intentional and voluntary taking of one's own life
 - iv) Undetermined: The manner of death has not yet been determined.

- v) Unknown: The manner of death was not identified or made known.
- b) If adult's death involves a suspected overdose from alcohol and/or drugs, or seclusion and/or restraint, additional information about the death will need to be reported.
- 5) Serious injury, or serious illness of a child: (Requires Immediate Notification to Executive Director and Chief Executive Officer) - A medical condition of a client requiring medical treatment by a licensed health care professional sustained or allegedly sustained due to an accident, act of abuse, neglect or other incident occurring while in the presence of an employee, in a Brevard Family Partnership subcontracted facility or service center.
- 6) Abuse/Neglect/Abandonment/Threat of Harm- A founded occurrence of abuse, neglect or abandonment by an employee on a client, or client on an employee as evidenced by medical evidence, law enforcement involvement or DCF investigation. To protect the confidentiality of the employee, child abuse investigations received on a Brevard C.A.R.E.S. employee will have restricted access and the employee may be placed on administrative leave until the investigation conclusion, removed from client contact (with FSFN access disabled).
- 7) Security Incident Unintentional: An unintentional action or event that results in compromised data confidentiality, a danger to the physical safety of personnel, property, or technology resources; misuse of state property or technology resources; and/or denial of use of property or technology resources. This excludes instances of comprised client information.
- 8) Sexual Abuse/Sexual Battery: (Requires Immediate Notification to Executive Director and Chief Executive Officer). Any unsolicited or non-consensual activity by one client to another client, a Brevard C.A.R.E.S. employee or service provider employee or other individual to a client, or a client to an employee regardless of the consent of the client. This may include sexual battery as defined in Chapter 794 of the Florida Statutes as "oral, anal, or vaginal penetration by, or union with, the sexual organ of another or the anal or vaginal penetration of another by any other object; however, sexual battery does not include an act done for bona fide medical purpose."
- 9) Suicide Attempt: . A potentially lethal act which reflects an attempt by an individual to cause his or her own death as determined by a licensed mental health professional or other licensed healthcare professional.
- 10) Potential Media Coverage – (Requires Immediate Notification to Executive Director and Chief Executive Officer) - Any incident that may result in negative media coverage, including law enforcement being summoned to any Brevard C.A.R.E.S. site, or home where services are being delivered. Brevard C.A.R.E.S. will also follow the Crisis Communication Plan which outlines action steps and notifications.
- 11) Employee Arrest: The arrest of a Brevard C.A.R.E.S. employee or subcontractor for a civil or criminal offense.
- 12) Employee Misconduct – (Immediate Notification to Executive Director and Chief Executive Officer) Work related conduct or activity of a Brevard C.A.R.E.S. employee or subcontractor

that results in potential liability for the agency; death or harm to a client, abuse, neglect or exploitation of a client; or results in a violation of statute, rule, regulation, or policy. This includes, but is not limited to, misuse of position or state property; falsification of records; failure to report suspected abuse or neglect; contract mismanagement; or improper commitment or expenditure of state funds Significant Injury to Clients: Any severe body trauma received by a client in a treatment/service program that requires immediate medical or surgical evaluation or treatment in a hospital emergency department to prevent permanent damage or loss of life.

- 13) Significant Injury to Staff: Any severe body trauma received by a staff member as a result of work related activity that requires immediate medical or surgical evaluation or treatment in a hospital emergency department to prevent permanent damage or loss of life.
- 14) Other: Any major event not previously identified as a reportable critical incident but has, or is likely to have a significant impact on client(s), Brevard C.A.R.E.S., or Brevard Family Partnership and/or its provider(s)
- a) Human acts that jeopardize the health, safety, or welfare of clients such as kidnapping, riot, or hostage situation;
 - b) Bomb or biological/chemical threat of harm to personnel or property involving an explosive device or biological/chemical agent received in person, by telephone, in writing, via mail, electronically, or otherwise;
 - c) Theft, vandalism, damage, fire, sabotage, or destruction of state or private property of significant value or importance.
 - d) Death or significant injury of an employee or visitor while on the grounds of Brevard C.A.R.E.S. or one of its contracted or licensed providers;

Guidelines for Reporting Incidents

1. Notification/Reporting and Actions Taken – Staff Discovery of an Incident
 - a. Any Brevard C.A.R.E.S. employee, or one of its contracted or licensed providers, who discovers that a reportable critical incident, as described herein, has occurred, will report the incident in this operating procedure.
 - b. The employee's first obligation is to ensure the health, safety, and welfare of all individual(s) involved.
 - c. The employee must immediately ensure contacts are made for assistance as dictated by the needs of the individuals involved. These types of contact may include but are not limited to: emergency medical services (911), law enforcement, or the fire department. When the incident involves suspected abuse, neglect, or exploitation, the employee must call the Florida Abuse Hotline to report the incident. The employee must ensure that the client's guardian, representative, or relative is notified, as applicable.

- d. Once the situation is stabilized and the staff has addressed any immediate physical or psychological service needs of the person(s) involved in the incident, the employee must report the incident to their immediate supervisor.
- e. When a supervisor is informed of a critical incident, that person shall verify what has occurred, confirm the known facts with the discovering employee, and report the incident to the Executive Director.
- f. The supervisor will ensure timely notification of critical incidents is made to appropriate individuals such as emergency medical services (911), law enforcement, the Florida Abuse Hotline, or Agency for Health Care Administration. The incident reporting process does not replace the reporting of incidents to other entities as required by statute, rules or operating procedures.
- g. The Executive Director will review the incident information and clarify or obtain any necessary information Before forwarding the incident report to the Brevard Family Partnership Incident Coordinator for review.
- h. The Executive Director will ensure that appropriate and timely notifications and actions occurred. All events require written notification to Brevard Family Partnership within one business day of the incident becoming known. Immediate verbal notification is required for a client death, serious injury or serious illness of a child, potential media involvement and employee misconduct.

Critical Incident Rapid Response Team (CIRRT)

Critical Incident Rapid Response Teams (CIRRT) provide an immediate, multiagency investigation of child deaths that meet the statutory criteria for review or other serious incidents at the Secretary of the Department of Children and Families discretion. Investigations are conducted in an effort to identify root causes, rapidly determine the need to change policies and practices related to child protection and improve Florida's child welfare system.

When the Secretary had determined that a CIRRT review will be conducted on a family served through Brevard C.A.R.E.S., the Executive Director will participate in the introduction process to take place within 2 days of the incident with the team deployed by the Department of Children and Families. The introduction provides a brief summary of the current situation, including the circumstances that led to the deployment of the team. Each team deployed is comprised of individuals with expertise in the appropriate areas, as identified through a review of the family's prior history with the child welfare system. The team leader is responsible for guiding the process throughout the duration of the review. The Executive Director and identified staff members will participate as required in the following components of the review:

- 1) Child Welfare Summary and Genogram – The child welfare summary provides a brief description of the family's history with the child welfare system and provides an analysis of the prior reports, criminal history, and child welfare services. The genogram provides a pictorial display of family relationships and family system.
- 2) System of Care Review – The system of care review is designed to provide an assessment of the child welfare system's interactions with the family and to identify issues that may have

influenced the system's response and decision making. The review team identifies areas of strength as well as opportunities for improvement with the child welfare system in three main categories: practice assessment, organizational assessment, and service array.

At the conclusion of the CIRRT Review, the Executive Director and identified staff members will participate in a debriefing Exit Interview within 48 hours of the CIRRT Advisory Team deployment where preliminary findings will be shared. Brevard C.A.R.E.S. will receive an Executive Summary that provides a brief overview along with a summary of the final findings of the incident written by the CIRRT Advisory Committee when relevant to services provided by the agency. All recommendations including immediate operational responses to address any deficiencies as well as long term strategies, and implications for practice changes and operating procedures will be addressed by the Executive Director within 7 days of the receipt of the Executive Summary.

Analysis Of Incidents

The Risk Prevention Management and Performance Quality Improvement Subcommittee reviews Critical Incident Reports and findings from CIRRT teams quarterly to identify trends, training needs and critical issues to ensure quality and effective service delivery and resources are provided to families served.

BY DIRECTION OF THE EXECUTIVE
DIRECTOR:



KATHRYN PARKER
Executive Director
Brevard C.A.R.E.S., Inc.

APPROVAL DATE: 5/10/2017 _____



BREVARD C.A.R.E.S. CRITICAL INCIDENT REPORTING FORM

CIR Number:

Step 1: Brevard C.A.R.E.S. Staff completes section I – VIII.

<i>Article I. I. Identifying Information</i>	<i>Article II.</i>
Critical Incident (check all that apply): <input type="checkbox"/> Abuse/Neglect/Abandonment/Threat of Harm (employee on client) <input type="checkbox"/> Altercation <input type="checkbox"/> Child Death: Manner of Death _____ <input type="checkbox"/> Adult Death: Manner of Death _____ <input type="checkbox"/> Security Incident Unintentional <input type="checkbox"/> Child on Child Sexual Abuse <input type="checkbox"/> Potential Media Coverage <input type="checkbox"/> Serious injury, or serious illness of a child <input type="checkbox"/> Significant Injury to Clients <input type="checkbox"/> Significant Injury to Staff <input type="checkbox"/> Sexual Abuse/Sexual Battery <input type="checkbox"/> Suicide Attempt <input type="checkbox"/> _____ <input type="checkbox"/> Employee Arrest <input type="checkbox"/> Employee Misconduct <input type="checkbox"/> Other Incident	
Incident Date:	Date Incident Reported to Brevard C.A.R.E.S.:
Time of Incident:	Date CIR Form Completed:
Location/address of Incident:	
Brevard C.A.R.E.S. Family Name:	
Brevard C.A.R.E.S. Staff Name Involved:	

<i>Article III. II. Participant(s)/Witness(es) (if applicable)</i>					
Full Name	Role	Age (child only)	Race	Gender	Guardian/Caretaker of Child

Article IV. III. Description of Incident
 Give Detailed Account – (Who, What, When, Where, Why, How)

Article V. IV. Corrective Action and Follow Up
 Immediate Corrective Action:
 Is follow up action needed?
 If Yes, Please Specify:

Article VI. V. Brevard Family Partnership Immediate Notification
 Article VII. Immediate notification is required for the following incidents:
 Client Death
 Serious injury or serious illness of a child
 Potential Media Coverage
 Employee Misconduct
 Article VIII. Brevard Family Partnership Employee Notified:
 Article IX. Date of Notification:
 Article X. Time of Notification:

Article XI. VI. Other Notifications

	Article XII. ABUSE HOTLINE	Article XIII. LAW ENFORCEMENT	
Name:	Article XIV.	Article XV.	
Badge/ID#:	Article XVI.	Article XVII.	
Date:	Article XVIII.	Article XIX.	
Time:	Article XX.	Article XXI.	
Accepted:			
	Article XXII. PARENT/GUARDIAN/ FAMILY MEMBER	Article XXIII. OTHER: (Please Specify)	Article XXIV. OTHER: (Please Specify)
Name:	Article XXV.	Article XXVI.	Article XXVII.
Date:	Article XXVIII.	Article XXIX.	Article XXX.
Time:	Article XXXI.	Article XXXII.	Article XXXIII.
Contact Successful:			

Article XXXIV. VII. Death Review Information		
Article XXXV. Date of Death:	Article XXXVI. Time of Death:	Article XXXVII.
Article XXXVIII. Place of Death:		
Article XXXIX. Suspected Cause of Death:		
Article XL. Classification of Death:	Article XLI. Explain:	

Article XLII. VIII. Death Review Summary	
Description of events leading to death and include previous Brevard C.A.R.E.S. involvement:	
Article XLIII. Autopsy Requested:	
Article XLIV. Date Requested:	
Article XLV. Autopsy Completed:	
Article XLVI. Date of Autopsy:	

Step 2: Brevard C.A.R.E.S. Staff saves Incident Reporting Form and forwards via e-mail to Brevard C.A.R.E.S. Program Manager
Article XLVII.

Step 3: Program Manager completes section IX.

Article XLVIII. IX. Program Manager Review	
Immediate Supervisor Name:	Title:
Article XLIX. Date Notified:	Article L. Time Notified:
Article LI. Supervisor Comments – Review of incident and follow-up actions identified.	
Article LII. Recommendations or suggestions for preventing future incidents and/or follow-up interventions implemented.	

Step 4: Supervisor saves and forwards, via e-mail, to the Brevard C.A.R.E.S. Executive Director.

- Brevard C.A.R.E.S. ED forwards to Contract Manager
- A copy shall be retained by Brevard C.A.R.E.S. .

Step 5: Quality/Risk Manager completes section X.

Article LIII.X. Quality Management / Risk Review	
Article LIV.	
Quality / Risk Manager Name:	Select
Follow Up Actions Needed?: Select	Date Follow Up is Due:
Comments – Quality Issues and Follow up Actions Identified.	
Article LV. Recommendations or suggestions for preventing future incidents and/or follow-up interventions implemented.	
Article LVI. Quality/Risk Manager Article LVII. Signature:	Article LVIII. Date:
CIR Number:	

Step 6: Quality/Risk Manager saves and forwards, via e-mail, to the Chief Operations Officer
 Step 7: Chief Operations Officer and Executive Director completes Section XI.

Article LIX. XI. Executive Director / Risk Review	
Chief Operations Officer (COO) / Risk Manager Name:	
Comments / Recommendations:	
Referred to Compliance Committee: Select	Date to be Reviewed:
Article LX. Executive Director Article LXI. Signature:	Article LXII. Date:

Step 8: Forward, via e-mail, to the Brevard C.A.R.E.S. ED to ensure inclusion in the Direct Service file.
 Step 9: Quality/Risk Manager and/or Chief Operations Officer to determine if Follow Up Actions Identified in Section X were completed.

Article LXIII. XII. Follow Up Tracking	
Comments / Recommendations:	

Step 10: Forward, via e-mail, to the Brevard C.A.R.E.S. Contract Manager necessary.

