

Document Category	Policy		
Policy Name	Adult Services Incident Management		
Affected Program(s)	Vista Adult Services		
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Revision Date	11/12/2024	Version Number	4
Responsible Owner	Brandon Yorty (Executive Director of Vista Adult Services Or)		
Oversight Approval	Trevor Motley (Chief Operating Officer)		

Purpose

Vista's Incident Management policy outlines incident management for all staff involved in the identification, reporting, and resolution of an event that puts the health, safety, and/or welfare of the clients Vista serves in jeopardy.

Policy Statement

Reporting

In the event that an incident has occurred or been discovered, Vista takes prompt action to protect the health, safety, and right of individuals served. Proper authorities, including Adult Protective Services, Children and Youth Services and the Office of Long-Term Living are notified for further investigation of incidents required of all reporters.

Vista reports all of the following incident occurrences within 24 hours of discovery or occurrence of the incident:

- Death
- Suicide attempt
- Hospitalization
- Psychiatric hospitalization
- Emergency room visit
- Abuse, including
 - Physical abuse
 - Psychological abuse
 - Sexual abuse
 - Verbal abuse
- Improper or unauthorized use of restraint
 - In the event the duration of use of a manual restraint was not measured accurately (e.g. duration not collected or conflicting reports of the duration), the event will be reported and investigated.

- Individual to individual abuse
- Neglect
 - Failure to provide needed supervision
 - Failure to provide needed care – this includes recognizing and responding to unusual medical behavior and seeking medical assistance
 - Failure to provide medication management
 - Failure to protect from hazards
- Missing person
- Law enforcement activity
- Injury requiring treatment beyond first aid
- Disease reportable to the Department of Health
- Fire
- Misuse of funds
- Rights violation
- Emergency closure
- Crisis event
- Restraint

Vista reports all the following incidents within 72 hours of the discovery or occurrence of an incident:

- Medication administration error

Investigations and Finalizations of Incidents

Vista ensures incidents requiring investigation are conducted and finalized by a certified investigator and analyzed upon completion. Vista verifies the individual completing an investigation is a trained certified investigator and has completed the training course offered by the Department of Human Services.

All incidents are finalized within 30 days of discovery or occurrence of the incident including the results of any required investigation and preventative corrective actions. Vista provides a detailed description of the actions taken in response to the incident including;

- Prompt action taken to protect the health and welfare of the client
- Results of the incident investigation, if applicable
- Preventative and corrective actions taken
- Staff responsible for implementing the preventive and corrective actions
- Date the preventative and corrective actions are planned and/or implemented
- Specific information regarding disciplinary actions taken with staff to ensure the health and welfare of clients

Internal Review & Analysis of Incidents

Monthly Review

Vista conducts a review of all medication error reports and restraint reports on a monthly basis to include:

- The review of all restraint and medication error EIM incident reports. This process is to include the review of reports that have been initiated in EIM but not submitted
- Evaluation of the circumstances and frequency of restraints and medication errors, including use of the restraint dashboard

- Methods to recognize unreported critical incidents and ensure reporting, investigation and implementation of corrective actions.
- Collaboration and communication with the client's team to ensure health and safety
- Collaboration and communication with the client's team to revise ISP, behavior support plan, and risk mitigation plan.

Trend Analysis

The trend analysis shall include the development, the methodology used, data source, implementation plan, and documentation of both individual and agency-wide risk mitigation activities based on the results of the analysis. The three-month analysis shall include, but is not limited to (as applicable);

- Review of incident data to detect incidents that have been initiated but have not had the first section submitted
- Adherence to timeframes in accordance with policy as it relates to reporting, investigation, and finalization of incidents as stated in 55 Pa.Code 6100.401-6100.404
- Evaluations of effectiveness of corrective actions for all incident categories
- Evaluation of the effectiveness of education to the client, staff, and others based on the circumstances of an incident
- A review and trend analysis of comments from the County ID Program/AE and ODP initial management review and disapproval reasons from the final management review
- Evaluation of the circumstances and frequency of restraints, if applicable
- Evaluation of the circumstances and frequency of medication errors, if applicable
- Identification and implementation of preventative measures to reduce:
 - The number of incidents
 - The severity of the risks associated with the incident
 - The likelihood of the incident recurring
 - The monitoring of the effectiveness of any noted corrective actions in incident reports
 - Actions taken by Vista to address ineffective corrective actions
- Documentation of:
 - The need to revise the ISP with the ISP team to include new and/or revised information, risk mitigation plans, or a change in services or supports
 - The need to consult with a County ID Program/AE/BSASP Risk Manager for assistance related to monthly data monitoring
 - The actions and outcomes of any activities that occurred related to the monthly data monitoring

Vista submits reports regarding its incident reviews and analyses to the Department of Human Services or the Department's designee, upon request

Vista identifies and implements actions to ensure an individual is safeguarded from risk to reduce the number of preventable incidents. Vista ensures that staff receive annual incident management training on preventing, recognizing, reporting, and responding to incidents, as well as ensuring individuals' safety. Vista provides additional training to the individual and staff as needed, based on the incident circumstances.

Vista analyzes data on an individual basis to continuously improve the delivery of services and to mitigate and manage risk factors. Vista responds to actions designated by the Department of Human Services or the Department's designee as a result of the management review of an incident.

Notification to Client, Parent and/or Guardian

Parents, guardians and clients are notified of incidents and the outcome of investigations, if applicable. Parents, guardians and clients may request copies of incident reports through their program manager. If a parent, guardian or client requests information regarding the incident, the report will be redacted to exclude information about any other client and reporter information, with the exception if the reporter is the client who is requesting the information. The released report will contain the following:

- A description of the incident
- Immediate actions to protect the health, safety and well-being of the client
- The incident classification
- Any notification information that includes the date and person or entity notified
- The findings, to include
 - Additional information
 - Investigation findings and determination, if applicable
- Actions taken, to include
 - Corrective actions planned or implemented
 - Medical intervention information

Links to additional content or information

Related Relevant Policy	
Related Standard Operating Procedure(s)	
Related Form(s)	