Cal MediConnect
2017

Critical Incidents
LEARNING OBJECTIVES

- Recognize reportable critical incidents
- Identify individuals who are required to report a critical incident
- Understand the process for reporting critical incidents to authorities/reporting agencies and L.A. Care QI Department
LISTENING FOR CRITICAL INCIDENTS

- If your position includes contact with members or with member information, you may become aware of a critical event when:
  - A member tells you
  - A member is admitted for a suicide attempt
  - A caregiver or family member with knowledge of the member’s situation tells you

- Always take a report of a critical event seriously.
REPORTABLE EVENTS
AS DEFINED BY L.A. CARE’S CRITICAL INCIDENT REPORTING/TRACKING POLICY

CRITICAL INCIDENTS

- SUICIDE ATTEMPT
- ABUSE
- SERIOUS LIFE THREATENING EVENT
- INAPPROPRIATE RESTRAINTS OR SECLUSION
- EXPLOITATION
- DISAPPEARANCE
- UNEXPECTED DEATH
- NEGLECT

SUICIDE

ABUSE

SERIOUS LIFE THREATENING EVENT

INAPPROPRIATE RESTRAINTS OR SECLUSION

EXPLOITATION

DISAPPEARANCE

UNEXPECTED DEATH

NEGLECT
WHEN & TO WHOM TO REPORT

REPORT
Critical Incidents must be reported to authorities/reporting agencies

DOCUMENT
Track all reported critical incidents in the CI Report Log

L.A. CARE QI DEPARTMENT
Email to CI@lacare.org completed CI Report Log
Quarterly
How To Report a Critical Incident?

- PPGS and Subcontractors report on a quarterly basis using the Critical Incident Reporting tool. They will be audited for compliance.
- Providers report a Critical Incident to their respective PPG, who will report it using the tool.

**Reporting Schedule** (Ref: PARTICIPATING PHYSICIAN GROUP SERVICES AGREEMENT EXHIBIT P.2A)

<table>
<thead>
<tr>
<th>Critical Incident</th>
<th>Quarterly Due Dates:</th>
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<tbody>
<tr>
<td>Tracking Report Log (critical incidents by member)</td>
<td>1st Qtr – May 15</td>
</tr>
<tr>
<td></td>
<td>2nd Qtr – Aug 15</td>
</tr>
<tr>
<td></td>
<td>3rd Qtr – Nov 15</td>
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<tr>
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<td>4th Qtr – Feb 15</td>
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[CI@lacare.org](mailto:CI@lacare.org)

L.A. Care Format (Critical Incident Report Tool)
Key Resources

- L.A. Care Policy & Procedure: Critical Incident Reporting QI-027

- The Centers for Medicare and Medicaid Services and the State of California: California Readiness Review

- http://www.lapdonline.org/lapd_adult_missing_persons_uniit/content_basic_view/1883

Authorities

- Medicare Managed Care Manual (MMCM), Ch.5 “Quality Assessment,” Section 30.1.1
- California Health & Safety Code, Section(s) 1368-1368.03
- Title 42 Code of Federal regulations (CFR) §422.152 (1) (3)
- The Centers for Medicare and Medicaid (CMS) and the state of California: California Readiness review Criteria