

DEVELOPMENT OF MONTANA INCIDENT MANAGEMENT SYSTEM

In March of 2003 a workgroup convened which included Developmental Disabilities staff, provider staff and a Centers for Medicare and Medicaid recognized, Incident Management expert consultant, to develop a Incident Management Policy and Procedures that would provide protections for individuals in Developmental Disabilities Waiver Services.

Several workgroups were formed to develop components of the process, after months of research, analysis and many meetings a final policy was published in April 2005 that is the embodiment of the policy and procedures which are used by the state of Montana today! The policy that was developed by the 2003 workgroup is looked at with high regard by the Centers for Medicare and Medicaid as a process that embodies the best Incident Management practices which provide health and welfare assurances for Home and Community-based Waiver Participants.

THE WHO, WHAT, WHY, WHERE AND WHEN OF INCIDENT MANAGEMENT

1. What is Incident Management... ?

A system to assure the health and welfare of individuals in Developmental Disabilities Services.

2. Why does the state require that incidents be reported....?

The state believes that reporting and investigating incidents will help to reduce the likelihood of a reoccurrence of the incident. The Centers for Medicare and Medicaid our federal funding partner requires in Appendix G of the Home and Community –based Waivers that all states develop a system for reporting incidents.

3. Who must report Incidents....?

Staff working with individuals receiving services who are present at the time of the incident;

Professionals, like teachers, Case Managers, Support Brokers and Counselors.

Who must review and investigate incidents?

State Quality Improvement Specialists.

4. When must an incident be reported...?

In Self-directed services when an incident meets the criteria of a “Critical Incident” as defined in numbers: 2,4,5,7,9,10,11,12,13,17,20 through 25 and “Reportable” Law Enforcement incidents # 19, “Rights Restriction Incidents, #14 and the “Ingestion of Harmful Substances, #18 the incident must be reported using the Incident Management Report Form.

5. Where should it be reported..?

All incidents which are required to be reported must be reported on the state Incident Report Form. (referred to as an IR)

Bill will now show you the Incident Report form and explain how to fill out the form.