

PROVIDER ADVISORY #2017-003

SUBMISSION OF INCIDENT REPORTS TO APD REGIONAL OFFICES

EFFECTIVE DATE: IMMEDIATELY

This advisory is intended to remind both APD waiver providers and operators of APD-licensed residential facilities of existing requirements related to the reporting and management of reportable and critical incidents.

Types of Incidents:

Critical Incidents

Unexpected Death
Life Threatening Injury
Sexual Misconduct
Missing Child or Adjudicated Incompetent Adult
Media Involvement
Provider Arrest
Violent Crime Arrest
Verified Abuse, Neglect or Exploitation Investigation

Reportable Incidents

Altercation
Baker Act
Client Injury
Emergency Room Visit/Hospitalization
Expected Client Death
Missing Competent Adult
Suicide Attempt
Non-Violent Crime Arrest

**For more information on what meets the incident category definitions above please refer to the Medicaid Waiver Handbook or Rule 65G-2*

Timeframes and Process for Submission of Incident Reports:

Providers are responsible for reporting both critical and reportable incidents to the APD regional office contact person as soon as they occur, but no later than the next business day. Providers must submit incident reports and follow-up reports to the APD regional office through the designated incident report email address for the appropriate region.

An oral report must be followed by submission of the incident report form which may be downloaded from the [APD Web site](#). The provider must take immediate action to resolve the situation and ensure the client's health and safety.

Critical Incidents:

Providers must report critical incidents to the appropriate APD regional office by telephone, email or in person within one hour of becoming aware of the incident. If the incident occurs after normal business hours or on a weekend or holiday the person reporting must call the APD after-hours designee. It is within the provider's discretion and judgment to determine the appropriateness of waiting until the following morning. If the critical incident occurs between the hours of 8:00 p.m. and 8:00 a.m., the critical incident must be reported by no later than 9:00 a.m. the next day; the determination of the appropriateness of waiting until the next morning to report is at the provider's discretion and judgment. A supervisor may be the one to make the verbal report. The verbal report must be followed by the completion and submission of the APD Incident Reporting Form which must be submitted to the APD regional office at the earliest opportunity, but no later than the next business day following the incident.

Reportable Incidents:

The provider must report incidents classified as Reportable incident within one business day to the regional office through the completion of an incident reporting form.

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All Incidents:

Providers must complete and submit all incident reports and follow-up reports on the APD Incident Reporting Form. The Incident Reporting Form shall be faxed, electronically mailed using the designated incident reporting email address, or personally delivered to the APD regional office. The information contained in the first page must be provided by the person with first-hand knowledge of the incident. Incident reporting forms must be written clearly, objectively, and in order of the event occurrence.

The reporter must also provide immediate notification of any incidents to the client's support coordinator and to a parent of a minor child or to the guardian if applicable. If the child is in the custody of the Department of Children and Families (DCF), the child's family services counselor (or DCF after-hours on-call staff) must be notified.

Incident Management:

The provider must take immediate action in the situation to resolve the emergency and ensure the individual's health and safety (such as calling 911 and/or performing CPR for example), and that of all other clients.

Anyone who knows or suspects that a client of APD, or vulnerable child or adult, has been the victim of abuse, neglect, or exploitation is also required to immediately and personally report such suspicions or knowledge to the Florida Abuse Hotline (1-800-96-ABUSE).

Any and all follow-up measures taken by the provider to protect clients, gain control or manage the situation must be noted on the second page of the incident reporting form, which may be completed at a later date, but shall not exceed five business days. The measures must specify what actions were/will be taken to mitigate a recurrence of the same type of incident.

Violations:

The timely reporting and submission of incident reports to APD, as well as the appropriate management of incidents, is vitally important in ensuring the health, safety, and well-being of APD clients. For that reason, APD will take immediate action in cases where waiver providers or licensees fail to abide by incident reporting and management requirements. Such action could include, but may not be limited to, the provision of technical assistance and/or the required completion of a Plan of Remediation or Corrective Action Plan. Repeated violations of these requirements may also result in disciplinary action initiated against a provider's residential facility license or Medicaid Waiver Services Agreement.

Questions & Additional Information:

Questions regarding incident reporting categories, timeframes, and any other related concerns should be directed to your APD Regional Office.

In addition, below are links to the administrative rules related to incidents:

Medicaid Waiver Handbook

http://apd.myflorida.com/ibudget/docs/DD_iBudget_Rule%2059G-13.070Adoption.pdf

65G-2 F.S., Licensure of Residential Facilities

<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=65G-2>