Critical Incident – Health, Safety and Welfare Education

Blue Cross Community MMAI (Medicare-Medicaid Plan)℠
Blue Cross Community ICP℠
Blue Cross Community Family Health Plan℠
1. MMAI, ICP and FHP Overview
2. Person Centered Practice and the Interdisciplinary Care Team
3. Fraud, Waste and Abuse
4. **Health, Safety and Welfare**
5. Cultural Competency
6. Disability Literacy
7. Independent Living and Recovery
8. Mental Health Crisis Intervention
Navigation Tips

• This presentation includes a voiceover
• To turn off sound, select the mute button 🎤
• Click on the question mark button 🚉 in the lower right corner
  – To email a question
  – To view slide notes (read rather than listen to the presentation)
What You Will Learn

1. Identify the signs of critical incidents such as abuse, neglect and exploitation
2. List and identify the principles of managing critical incidents
3. Report critical incidents of abuse, neglect and exploitation to the proper authorities
TYPES OF CRITICAL INCIDENTS
PHYSICAL, PSYCHOLOGICAL, SEXUAL, NEGLECT, EXPLOITATION
What is abuse?

- Intentional actions that
  - Cause harm, or
  - Create serious risk or harm
Physical Abuse

What is physical abuse?

- Willful infliction of physical pain or injury
- Willful deprivation of safety
Signs of Physical Abuse

• Bruises
• Burns
• Sprains
• Stench of urine
• Malnutrition or overfeeding
• Inappropriate drug administration
Psychological Abuse

What is psychological abuse?

• Infliction of emotional harm and emotions that negatively impact mental health and safety
Signs of Psychological Abuse

- Bullying
- Ridicule
- Humiliation
- Harassment
- Threatening words or gestures
Sexual Abuse

What is sexual abuse?

• Sexual behavior
• Sexual contact
• Intimate physical contact
Signs of Sexual Abuse

- Sexually transmitted diseases
- Injuries to genital area
What is neglect?

• Failure to provide essential services necessary to maintain physical or mental health
Signs of Neglect

- Lack of basic care
- Abandonment
- Denying medical care
Exploitation

What is exploitation?

- Misappropriation of property, including theft of customer property
- Financial exploitation
- Theft or other unlawful or improper means
- Sexual exploitation
Signs of Exploitation

• Transfer of property
• Stolen cash
• Missing or stolen pension book
• Cashed benefits or pension
• Appointees withhold money
• Forced money transfer
• Sexual abuse
Managing Critical Incidents

- Staff training
- Report and document
- Available reporting processes
  - Consumers, legal representatives and guardians
- Protection against retaliation
REPORTING CRITICAL INCIDENTS
ABUSE, NEGLECT AND EXPLOITATION
Importance of Reporting Critical Incidents

- Ensures the health and safety of members
- Improves service
- Reporting makes an investigation possible
- Mandated by state law
Reporting Critical Incidents

- Report to the appropriate authorities gives victims the opportunity
  - Helps the victim
  - Stops abuse
  - Reduces risk of future abuse
The ultimate goal is to protect the victim.
Reporting Other Allegations or Situations

- Unauthorized restraint
- Hazardous conditions
- Fire, natural disaster or robbery
- Absent caregiver
- Missing member
- Arrest
- Suicide
Mandated Reporters

Mandated reporters:
• Doctors
• Nurses
• Psychologists
• Dentists
• Social service workers
• Law enforcement personnel
• Facility employees
• Community agencies
Voluntary Reporters

Everyone is encouraged to report:
• Abuse,
• Neglect, and
• Exploitation.
Protection by law
Illinois state law protects all reporters, voluntary or mandatory.
Handling a Critical Incident

- Intervene and protect the victim
- Get medical assistance when appropriate
- Support the victim
- Begin the reporting process
# Critical Incident Reporting Process

**Critical Incident Reporting Form for Providers**

Please fax this form to the Quality Management Department at 312-946-3899 or call our Critical Incident Hotline with this information at 855-653-8127.

<table>
<thead>
<tr>
<th>*Member Name (Last, First):</th>
<th>Member Medicaid Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>*DOB:</td>
<td>Member BCBS ID Number:</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Primary Care Provider (PCP):</th>
<th>*Plan Type:</th>
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<tbody>
<tr>
<td></td>
<td>□ MMAI (Medicare Medicaid Alignment Initiative)</td>
</tr>
<tr>
<td></td>
<td>□ ICP (Integrated Care Program)</td>
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<tr>
<td></td>
<td>□ FHP (Family Health Plan)</td>
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<table>
<thead>
<tr>
<th>*Categories of Eligibility:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Elderly</td>
<td>□ Traumatic Brain Injury</td>
</tr>
<tr>
<td>□ Physical Disabilities</td>
<td>□ Supportive Living Facilities</td>
</tr>
<tr>
<td>□ Nursing Facility Services</td>
<td>□ Assisted Living Program</td>
</tr>
<tr>
<td>□ Aged, Blind Disabled</td>
<td>□ Non Waiver</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>*Referral Source (person or entity who is reporting the incident):</th>
</tr>
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<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Relationship to Member:</td>
</tr>
<tr>
<td>Phone:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>*Indicate the Date and Time of Incident:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>Time:</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>*Location of Incident:</th>
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<tbody>
<tr>
<td>□ Member’s Home</td>
</tr>
<tr>
<td>□ Nursing Home</td>
</tr>
<tr>
<td>□ TFC</td>
</tr>
<tr>
<td>□ Shelter Care</td>
</tr>
<tr>
<td>□ Acute Inpatient</td>
</tr>
<tr>
<td>□ Outpatient Facility</td>
</tr>
<tr>
<td>□ Emergency Room</td>
</tr>
<tr>
<td>□ Day Treatment</td>
</tr>
<tr>
<td>□ Residential Treatment Facility</td>
</tr>
<tr>
<td>□ Other</td>
</tr>
</tbody>
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<table>
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<tr>
<th>Address:</th>
</tr>
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<tbody>
<tr>
<td>Phone:</td>
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Reporting Agencies

Illinois Department on Aging

For members age 18 and older:

Illinois Department on Aging
Adult Protective Services (APS) Hotline
Phone: 866-800-1409
TTY: 888-206-1327
For members in Nursing Facilities:

Illinois Department of Public Health
Nursing Home Complaint Hotline
Phone: 800-252-4343
For members in Supportive Living Facilities (SLFs):

Illinois Department of Healthcare and Family Services
Complaint Hotline
Phone: 800-226-0768
To report critical incidents to your local law enforcement agency, call 911.
www.dhs.state.il.us
Voice: 800-843-6154
TTY: 800-447-6494
Joint Committee on Administrative Rules
ADMINISTRATIVE CODE

TITLE 59: MENTAL HEALTH
CHAPTER I: DEPARTMENT OF HUMAN SERVICES
PART 50 OFFICE OF INSPECTOR GENERAL INVESTIGATIONS OF ALLEGED ABUSE OR NEGLECT IN STATE-OPERATED FACILITIES AND COMMUNITY AGENCIES

The General Assembly's Illinois Administrative Code database includes only those rulemakings that have been permanently adopted. This menu will point out the Sections on which an emergency rule (valid for a maximum of 150 days, usually until replaced by a permanent rulemaking) exists. The emergency rulemaking is linked through the notation that follows the Section heading in the menu.

- Section 50.10 Definitions
- Section 50.20 Reporting an Allegation of Abuse, Neglect, or Financial Exploitation and Death Reports
- Section 50.30 Responsibilities of OIG for Intake Assessment
- Section 50.40 Method of Investigation
- Section 50.50 Conducting Investigations
- Section 50.60 Processing Investigative Reports, Reconsideration and Clarification Request Requirements, and the Contents of Case Files
- Section 50.70 Completed Investigations
- Section 50.80 Written Responses
- Section 50.90 Reporting by the Inspector General to the Illinois Department of Public Health

The General Assembly’s Illinois Administrative Code: Chapter 1, Part 50
www.ilga.gov/commission/jcar/admincode/059/05900050sections.html
Thank you!

Blue Cross Community MMAI (Medicare-Medicaid Plan) is provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an independent licensee of the Blue Cross and Blue Shield Association. HCSC is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. Enrollment in HCSC’s plan depends on contract renewal.

Blue Cross Community ICP is provided by Blue Cross and Blue Shield of Illinois, a division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an independent licensee of the Blue Cross and Blue Shield Association.

Blue Cross Community Family Health Plan is provided by Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an independent licensee of the Blue Cross and Blue Shield Association.