Home- and Community-Based Services (HCBS) Critical Incident and Enterprise Incident Management (EIM) Webinar

Presenter: Michelle Burton, Supervisor Quality Management

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Critical Incident Reporting

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- Providers are required to report Critical Incidents, as defined by the Provider Manual, https://www.keystonefirstchc.com/pdf/providers/provider-manual.pdf, via submission to the Enterprise Incident Management (EIM) system in a timely manner.

- A Critical Incident is an occurrence of an event that jeopardizes the Participant's health or welfare.

- Critical Incident reports must be accurate and complete.

Upon Discovery of a Critical Incident

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The Entity that first discovers or learns of the Critical Incident (if they are not present when it occurs) is responsible to report it. Upon discovery of a Critical Incident you must:

- Report Critical Incidents in the Enterprise Incident Management system.
- The Entity that discovers or has independent knowledge of the Critical Incident must submit the Critical Incident report within 48 hours by directly entering the incident into the EIM system. If the Critical Incident occurs over the weekend, a written report must be entered the first business day after the incident occurred.
- Report Critical Incidents to the Participant's Service Coordinator within **24 hours** from discovery.
- Verbally report suspected abuse, neglect, and exploitation by calling Adult Protective Services (APS) at **1-800-490-8505** within **24 hours** of knowledge of the Critical Incident.
- Notify the Participant about the Critical Incident report within twenty-four (24) hours of reporting, in a cognitively and linguistically accessible format, per Medical Assistance (MA) bulletin 171054 available at the link below: https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20OLTL/c_171054.pdf

Documentation in the Enterprise Incident Management (EIM) System

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- Complete all required fields in EIM. Safeguards for health and welfare **must** be identified and documented thoroughly on the Protective Correction Action screen.
- Provide a description of preventative corrective action; “Not Applicable” is not an acceptable description.
- Take action to prevent further Critical Incidents, and discuss options, concerns, and resolutions with the Service Coordinator and Participant.
- Complete and submit the final section in EIM within **30 calendar days** of discovery of the Critical Incident.

Entering Critical Incident Discovery Time

- The timeframes of critical incident entry into EIM is time sensitive. It is important to remain compliant with those timeframes.
- EIM is programmed to default the time to 12 a.m. You MUST update the time, failure to do so will result in you having less than the full 48 hours to report discovery.
- Critical Incidents that occur over the weekend, a written report must be entered the first business day after the incident occurred.

On the next slide you will find additional clarification with screenshots.

Protective Corrective Action

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Preventative Corrective Action: * Develop new policy and/or procedure, train appropriate staff and evaluate ef...

Description of Preventative Corrective Action:

[redacted] was taken to the emergency room by his caregiver on 6/25/22 at [redacted] due to complications from congestive heart failure, including shortness of breath. Tests were performed, but no significant issues were noted and he was not admitted. He has had a follow-up visit with primary care physician and an upcoming appointment with a cardiologist. A new comprehensive needs assessment was declined, [redacted] functional ability has not changed and he already receives 18 hours/day of personal assistance services. Hospital provided instructions on how to recognize signs/symptoms of congestive heart failure and when to return to the emergency room

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Date Initiated: 07/08/2022

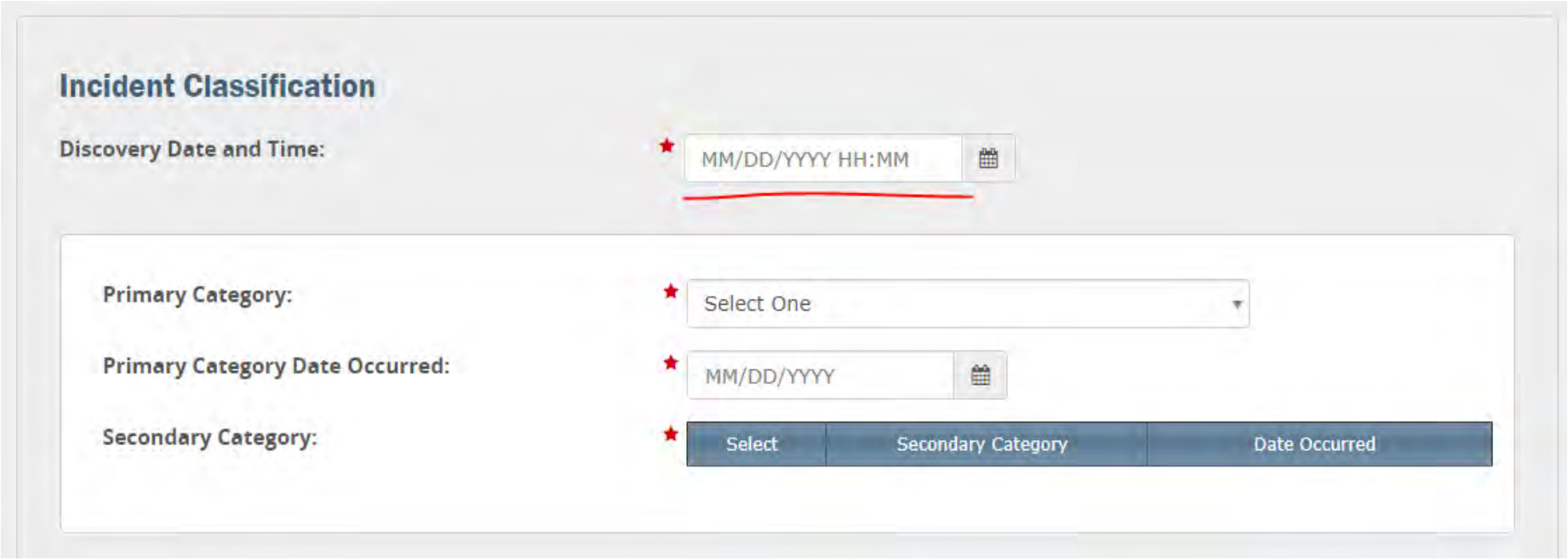
Date Completed: 07/08/2022

Responsible Party (First Name): [redacted]

Responsible Party (Last Name): [redacted]

Entering Critical Incident Discovery Time

When entering a new Critical Incident you must enter the date **and time** the incident was discovered.



Entering Critical Incident Discovery Time

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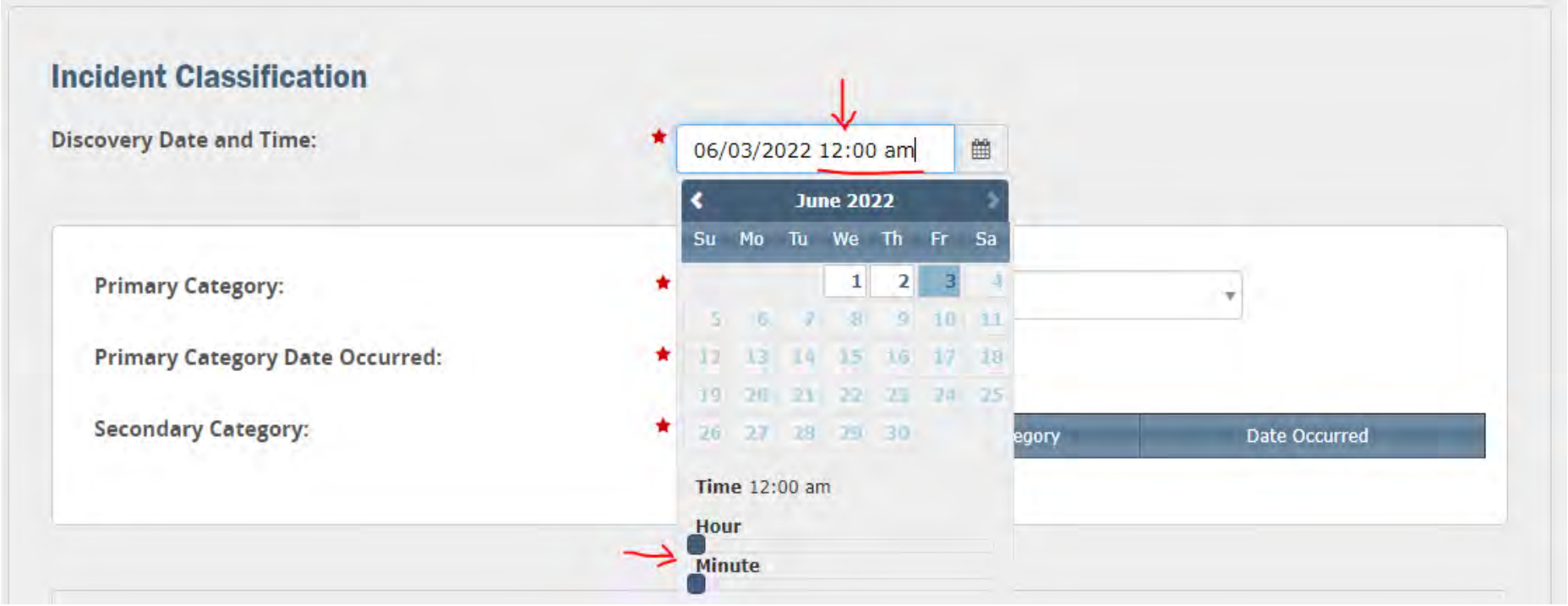
EIM is programmed to default the time to 12 a.m. You MUST update the time, failure to do so will result in you having less than the full 48 hours to report discovery.

For example, if the Critical Incident was discovered at 5 p.m. and you left the default as 12 a.m. you have shortened your reporting time by 17 hours.



General Reminders

- If an extension is needed, the request must be submitted to EIMExtensionRequest@amerihealthcaritas.com **5** business days prior to the Critical Incident due date (30 days after the date of discovery).
- Resolve the Critical Incident ASAP, don't wait until day 30 to resolve a Critical Incident or to complete documentation in EIM.
- Enter actual discovery time for a Critical Incident. EIM is set to default 12 a.m. as the discovery time. Failure to enter the actual discovery time will impact whether a report is considered timely.

Thank you!

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Please attest that you have completed the Critical Incident and Enterprise Incident Management (EIM) Webinar.

- For questions or additional information
  - Email CHCProviders@keystonefirstchc.com
  - Contact your Account Executive
  - Call the Provider Services phone line: **1-800-521-6007**

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