

# Critical Incident Awareness Training

for providers and staff

August 14, 2017

## Course Description

Course Name: Critical Incident Awareness

Description: This course explains what constitutes a critical incident and how to report it to the Health Plans in addition to the proper authorities.

Target Audience: All providers and staff

Learning Objectives: At completion of the course the learner will understand what a critical incident is and how to report it to the Health Plans for internal tracking.

## Learning Objectives

After completing the training, you will be able to:

- Recognize reportable critical incidents
- Identify individuals who are required to report a critical incident
- Understand the process for reporting critical incidents
- Source: LA Care Health Plan

## What Lines of Business are affected?

- Critical incident reporting applies to ALL Preferred IPA Managed Care members, including:
- Medi-Cal
- Cal MediConnect
- Medicare Advantage
- Covered California
- Healthy Kids



## The Cal MediConnect Population

- Members of Cal MediConnect are adults (age 18 or older) who may be vulnerable to abuse or neglect due to medical or mental health condition or disability, age and frailty, social isolation, and poverty.
- All participating health plans are required to watch for and report incidents of abuse or neglect, collectively called Critical Events.

## What Are Reportable Critical Incidents?

- Abuse
- Neglect
- Exploitation
- Disappearance of a Member (Missing person)
- Unexpected Death
- Serious, life threatening event requiring immediate emergency evaluation by a medical professional
- Seclusion and restraints
- Suicide attempt



## Why Elders Are Abused

- Physical abuse often takes place in families with a history of violence, including child abuse and spouse abuse, or a history of drug abuse or mental illness, or a combination of these. In some cases, elder physical abuse is retaliation for earlier child abuse.
- Financial abuse usually occurs within situations where the elder is no longer able to protect his or her financial interests and is exploited by an unscrupulous relative or other caregiver who sees an opportunity to take advantage of the elder's vulnerability. Financial abuse is often connected with substance abuse and the need to support an abuser's drug habits.

- Neglect often occurs in situations where the caregiver is unaware of the full needs of the elder, or too stressed out or exhausted to meet those needs. In some cases, the caregiver could do better but simply chooses not to take sufficient responsibility for the elder's care.
- Psychological abuse is sometimes the result of stress, but is often used in combination with other types of abuse to control the behavior of an elder.



Reporting abuse or neglect of an elder or dependent adult in Los Angeles County can be confusing since several agencies have jurisdiction:

**Outside of a nursing home or residential care facility:**

Report to Adult Protective Services and/or to local police.

**In a Nursing Home:**

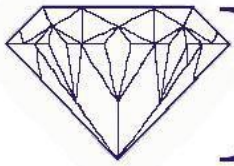
Report to the Ombudsman and/or to local police.

The licensing agency is the Los Angeles County Department of Health Services, Health Facilities Division who also investigates. The fact that a violation or citation was issued becomes part of the public record of the facility. You can check this record on the Internet.

**In a Residential Care facility:**

Report to the Ombudsman and/or to local police.

The licensing agency is the Department of Social Services, Community Care Licensing who also investigates. The fact that a violation or citation was issued becomes part of the public record of the facility.



## General Guidelines for First Responders

Medical Emergency,  
Disoriented/Unresponsive,  
Trauma/Injury  
Patient/Client cannot  
be left unattended

**CALL 911**  
For Paramedics-EMS  
Fire Dept. or Police

Suicide Attempt

For immediate threats: **911**  
For non immediate threats:  
The 24 hour Suicide Prevention Crisis  
Line

**Chronic Life-style**  
Needs assistance with  
Living, Acute Poverty,  
Isolation, Hoarder, etc...

**CALL the MSC**  
Multipurpose Senior Center  
For Social Services

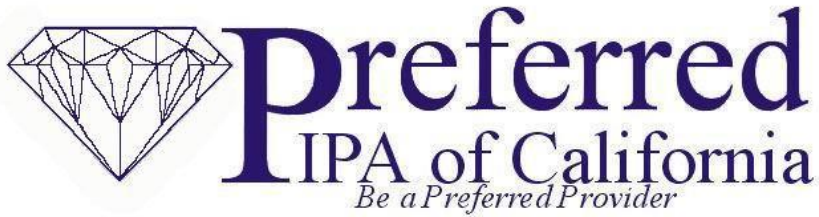
## Who Is Required To Report Critical Incidents?

### Internal Staff Members

- Medical Management
- Member Services
- Member Appeals & Grievances
- Disease Management
- Health Education and C&L
- Provider Relations
- Health Plan LTSS

### External Networks

- Member
- Family or Caregiver
- Legal Affairs
- Hospital Network Providers
- Contracted Vendors
- Subcontracted Plans, Provider Groups or regulatory agencies



- **Report Elder Abuse Immediately**
- If the abuse is not of an emergency nature, it can be reported to the following organizations:
- Adult Protective Services, of the Los Angeles County Department of Public Social Services. The Elder Abuse Hotline is (877) 477-3646. The telephone number for Adult Protective Services is (213) 351-5401.
- City of Los Angeles Department of Aging. For information or assistance, call (800) 510-2020.
- County of Los Angeles Area Agency on Aging, Department of Community and Senior Services. Their information Hotline is (800)510-2020.
- WISE & Healthy Aging Long-Term Care Ombudsman Program. Any type of suspected abuse occurring at a nursing home, elder care facility or adult day health care centers can be reported to the Long-Term Care Ombudsman Program. Telephone numbers for reporting are (800)-334-WISE (9473) or after business hours (800) 231-4024.

## How To Report a Critical Incident?

Preferred IPA staff must report a Critical Incident to their immediate supervisor right away.

Providers and staff must report Critical Incidents in the appropriate manner.

- To the proper authorities depending on the situation
- To the health plans for tracking, follow-up and trending of data

PPG's report on a quarterly basis using the Critical Incident Reporting tool. They will be audited for compliance.

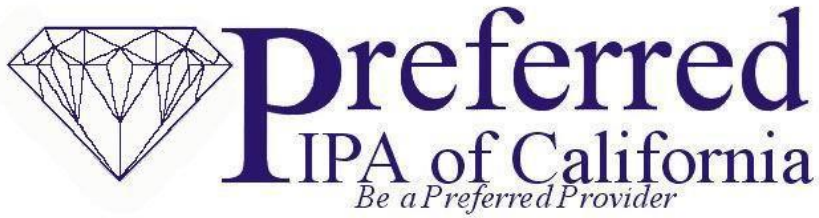
Providers report a Critical Incident to their respective PPG, who will report it using the tool

## Key Resources

- The Centers for Medicare and Medicaid Services and the State of California:  
California Readiness Review
- [http://www.lapdonline.org/lap\\_d\\_adult\\_missing\\_persons\\_unit/content\\_basic\\_view/1883](http://www.lapdonline.org/lap_d_adult_missing_persons_unit/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



Thank you!

You have completed the  
Critical Incident training.

Please fax your attestation form to 818-265-0801. If you need an attestation form or have any questions, please contact Liza Johnson at [ljohnson@preferredipa.com](mailto:ljohnson@preferredipa.com)

Phone: 818-265-0800, x232