Children and Family Treatment and Support Services (CFTSS) Incident Reporting

NYS Office of Mental Health

Division of Integrated Services for Children and Families

Presentation for OMH Designated CFTSS Providers

May 21, 2019

Agenda

I. Purpose

II. Applicability

III. Review of Incident Reporting Categories

IV. Reporting an Incident

V. Additional Information

VI. Q&A

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General Information

- **New York State Incident Management and Reporting System (NIMRS)**

https://www.omh.ny.gov/omhweb/dqm/bqi/nimrs/index.html

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- **Incident Reporting Manual: *Issued April 2019***

https://www.omh.ny.gov/omhweb/bho/cftss_incident_reporting.pdf

(NYS OMH Medicaid Managed Care/ Children's Health and Behavioral Health System Transformation)

- **CFTSS Listserv**

Purpose

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Purpose

Why are unlicensed CFTS services required to report, track, and resolve incidents?

NIMRS Incident Reporting is an OMH safeguard for individuals served under their jurisdiction.

What does OMH do with the incident reports?

Similar to provider agencies, we track, monitor and resolve the incident reports we receive.

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Applicability

Applicability

Who is required to follow OMH CFTSS Incident Reporting Requirements?

For now, all providers of CFTSS designated to serve the Mental Health population.

Does the actual service provider need to enter the incident?

No, commonly, providers will utilize support staff to log incidents into NIMRS per internal agency policies and procedures.

Applicability **(continued)**

What if the incident is reported by another program? Do we (CFTSS) still report?

It depends. How did you learn of the incident? Who was the incident already reported to? Who submitted the report?

Since CFTSS staff are Mandated Reporters, does reporting to SCR fulfill our obligation to report an incident?

No, not completely. Despite a report being filed with an ancillary agency, if the incident falls within a incident reportable category for OMH – the incident must be logged in NIMRS as well.

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Incident Categories

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Incident Categories

Incidents are broken into two categories:

1. Reportable Incidents
2. Significant Incidents

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Reportable Incidents

- Allegations of Abuse and Neglect

    - Physical Abuse

    - Psychological Abuse

    - Sexual Abuse

    - Neglect

    - Restraint or Seclusion

    - Obstruction of Reports of Reportable Incidents

    - Unlawful Use or Administration of a Controlled Substance

    - Aversive Conditioning

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Significant Incidents

Reportable due to the level of severity or sensitivity

- Sexual Assault
- Missing Enrollee*
- Severe Adverse Drug Reaction
- Assault*
- Crime*
- Crimes in the Community*
- Financial Exploitation*

- Fire Setting*
- Injury of Unknow Origin*
- Mistreatment*
- Self-Abuse
- Suicide Attempt*
- Wrongful Conduct*
- Enrollee Death*
- Other

*Incident must be reported to OMH regardless of resulting, perceived or actual injury or harm
* Asterisk to be removed from Manual and therefore, these categories are ONLY reportable based on the level of harm meeting "serious injury or harm".

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Reporting an Incident

Reporting an Incident

- Information to Include in an Incident Report:

  - **Who?** *Who was involved in the incident (e.g., custodian, ancillary agencies/providers, CFTSS provider, etc.)*

  - **What?** *Description of the incident*

  - **When?** *Date/time of incident, when the agency become aware of the incident, when follow-up action took place*

  - **Where?** *Where did the incident take place?*

  - **How?** *How did the agency address the incident including resolution.*

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Reporting an Incident (continued)

Incident Report Follow-up:

If an incident is unresolved at the time of initial report, the CFTSS Agency is responsible for updating the incident report until resolved/closed.

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Reporting an Incident (continued)

Unsure if an Incident is Reportable?

Crimes in the Community *	An event which is, or appears to be, a crime under New York State or Federal law, and which is perceived to be a significant danger to the community or which involves a patient whose behavior poses an imminent concern to the community.

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Additional Information

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Additional Information

Incident Reporting Timeframe

After becoming aware of an incident, a report must be filed with one business day.

Agency Policy and Procedure

Families must be informed of the agency's responsibility report incidents and the type of incidents that are reportable.

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Additional Information (continued)
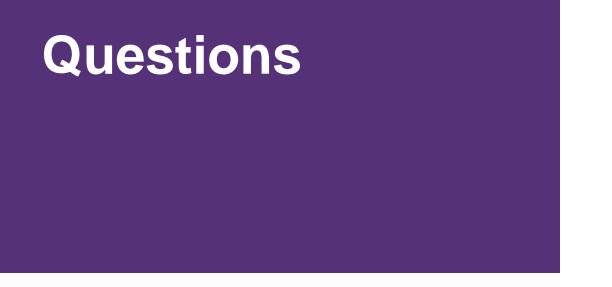
Oversight

CFTSS Agency

Above and beyond the responsibility to report incidents to OMH, agencies are also responsible for establishing an internal Review Committee to determine if incidents are handled properly.

New York State

Monitors incidents on an individual and systematic basis to prevent the occurrence or reoccurrence of incidents.

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Questions

More Questions?

- Please contact OMH at dcfs@omh.ny.gov

- For specific NIMRS questions please contact OMH NIMRS Division at (518) 474-3619 (between 8:30am-5pm M-F) or send an email to: https://www.omh.ny.gov/omhweb/email/compose_mail.php?tid=DQM

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