

**NORTH COUNTRY COMMUNITY MENTAL HEALTH  
NORTHERN AFFILIATION**

**Policy for Reporting Critical Incidents**

**POLICY:**

- I. Each affiliate member will establish and maintain policies and procedures for reporting, tracking and preventing incidents to help to assure the safety and health of consumers, staff, and visitors. Each affiliate member system(s) must minimally include:
  - A. define the incidents that the affiliate want reported; (Minimally these must include all critical incidents.)
  - B. provisions for prompt emergency care, as needed;
  - C. receive, review and process all affiliate incidents per established affiliate member policies/procedures;
  - D. review all incidents in a systematic manner which prevent similar occurrences, ensures the protection of the rights of consumers and improves performance and reduces risks;
  - E. ensure all required reporting to other agencies such as Michigan Department of Community Health, Michigan Department of Consumer and Industry and others; and
  - F. designate an individual or individuals responsible for screening, identifying, and recording critical events
  
- II. The Northern Affiliation Provider Quality Oversight Committee will:
  - A. verify that each affiliate is meeting the above requirements, and
  - B. analyze affiliate member reports on critical incidents to further identify trends and changes that lead to improvement and reduce occurrences.

**DEFINITIONS:**

**Critical Incidents:** Any event, occurrence or condition which represents actual or potential serious harm to CMH consumers and their families, visitors, volunteers, staff members-including any medical emergencies. These include, but are not limited to:

Consumer Related:

- A. Attempted or completed suicide or homicide
- B. Death by any other cause
- C. Allegations of sexual or physical abuse/neglect
- D. Injuries resulting in emergency medical treatment
- E. Serious adverse reactions to medications
- F. All other incidents classified as Sentinel events
- G. Other events, occurrences or conditions as specifically defined by the Network Quality Improvement Council.

Staff Related:

All incidents or accidents that involve a serious staff illness, injury, or potential risk to health.

Property Related:

- A. All incidents involving loss, damage, or destruction of CMH property of \$500 or more
- B. All fires

Environmental/Safety Related:

All incidents involving actual or potential serious safety or health risk to staff, visitors, or customers including: chemical related, facility/maintenance related, electrical related, theft or loss related, violation of procedures, equipment malfunction, security related, or other observed safety risk.

Infection Related:

All cases involving an actual or potential a serious infection exposure.

Approved by Operations Committee: June 18, 2002