

**NORTH COUNTRY COMMUNITY MENTAL HEALTH  
ADMINISTRATIVE MANUAL**

**CHAPTER:** One – Administration  
**POLICY NAME:** RISK MANAGEMENT POLICY  
**EFFECTIVE DATE:** September 1, 2007

**PURPOSE**

To identify and mitigate risk exposure and reduce the severity of a loss if one were to occur; to improve the quality of services and mitigate the effects of any potential loss; and to reduce or prevent the potential for harm to consumers, employees, and visitors by assuring that all preventive or corrective actions are identified and taken.

**APPLICATION**

North Country Community Mental Health direct operations and contract agencies as specified or required by contract.

**POLICY**

It is the policy of North Country Community Mental Health that any unusual incident or unexpected occurrence – not limited to a physical injury or unexpected death – that adversely disrupts the normal routine of service being provided shall be documented by employees who witness, discover, or are notified of such an incident.

It is the policy of North Country Community Mental Health that sentinel events shall be reported as required by the Michigan Department of Health and Human Services or by North Country's accrediting agency.

The Risk Management Committee shall be responsible for:

- The review of critical incidents and sentinel events and assure that appropriate corrective action is taken, when indicated;
- Monitoring trends in critical incidents, recipient rights complaints, grievance and appeals and assuring corrective action is taken, when indicated; and
- The development of a risk management plan that identifies and evaluates loss exposures and will implement and track actions to reduce risks.

**REFERENCE:** MDCH/CMHSP Managed Mental Health Supports and Services Contract, Attachment C6.5.1.1  
Northern Affiliation Comprehensive Provider Manual, Sentinel Events Policy

**REVIEWED:** 04/13/09; 03/10/10; 05/18/15; 08/10/16; 9/13/18; January 24, 2022

**REVISED:** 04/01/03; 06/11/07

**APPROVED BY SIGNATURE:**

*Alexis Kaczynski*

Director

*08/25/2007*

Date

*Laura Stanek*

NCCMH Board Chair

*08/22/2007*

Date