

Louisiana Coordinated System of Care: Adverse Incident Reporting Form Provider Instructions and Definitions

Please use the following instructions when reporting Adverse Incidents to Magellan of Louisiana. Providers are required to notify Magellan of Louisiana within 24 hours of the discovery of a reportable incident involving a Coordinated System of Care member, whether it occurs at the provider's location or at another location.

For the following types of events, submit a report if the event occurs **while in your care**:

- Significant medication error, event requiring emergency services, serious injury or illness, elopement, seclusion or restraint (chemical or mechanical/physical).

For the following types of events, submit a report **regardless of where it occurs**:

- Death, Suicide, Suicide Attempt, Abuse, Neglect, Extortion, and Exploitation.

The *Adverse Incident Reporting Form* must be faxed to Magellan and used to report the incident. Please type or print the information requested in all fields on the form:

- The first section of the form is used to report member demographics. Complete all information in this section.
- The second section asks you to identify the type of Adverse Incident. Check all that apply. Categories included on the form are shown below:

Death	Abuse	Elopement
Suicide	Neglect	Seclusion
Suicide Attempt	Extortion	Chemical restraint
Event Requiring Emergency Services	Exploitation	Mechanical/Physical Restraint
Significant Medication Error	Injury/illness (Beyond First Aid)	

- The third section requires you to write a narrative of the event. Here you should supply the facts of the case (what, where, when, how, etc.). Include the name of the individuals involved at the time of the incident, including relationship and contact information. Use as many pages as necessary, numbering, dating, and signing each page.
- The fourth section asks about any actions you have taken to ensure the safety of the persons

involved in the incident as well as steps taken to avoid similar future incidents.

- The final section asks about parental/guardian notification for minors and medical interventions as a result of the incident – did a psychiatrist, physician, or nurse see the member following the event? If so, what treatment was provided? In this section, you will also note whether or not law enforcement or protective services were notified (if applicable).

Please sign and date the form and then fax or email it to the Magellan Quality Improvement Department at **888-656-3857** or **LACSoCQI@magellanhealth.com**, within 24 hours of the discovery of the incident. Once the form is submitted, Magellan will review the incident and contact you, if further information is needed. Such information may include further detail regarding the incident, the medical records of the individual(s) involved and the results of any internal/external investigations regarding the incident.

Definitions

Incident	Definition
Death	All deaths regardless of cause or the location where the death occurred.
Suicide	Death resulting from the purposeful action of self.
Suicide attempt	<p>The intentional and voluntary attempt to take one’s own life. A suicide attempt is limited to the actual occurrence of an attempt that requires medical treatment, and/or where the member suffers or could have suffered significant injury or death.</p> <p><i>Non-reportable events</i> include: Threats of suicide that do not result in an actual attempt; gestures that clearly do not place the member at risk for serious injury or death; and actions that may place the member at risk, but where the member is not attempting harm to himself/herself.</p>
Elopement	Residential/Inpatient providers are to report a member who is out of contact with staff, without prior arrangement, for more than 2 hours. A person may be considered to be in “immediate jeopardy” based on his/her personal history and may be considered “missing” before 24 hours elapse in a community setting. Additionally, it is considered a reportable incident whenever the police are contacted about a missing person, or the police independently find and return the member, regardless of the amount of time he or she was missing.
Event Requiring Emergency Services	<p>This includes events such as fires, an individual charged with a crime, an individual who is a victim of a crime, acts of violence, vandalism, or misappropriation of member property.</p> <p><i>Non-reportable events</i> include non-emergency services of the fire department or law enforcement agency, police presence related to commitment procedures or rescue squad activities, testing of alarm systems/false alarms or 911 calls by members that are unrelated to criminal activity or emergencies.</p>
Injury or Illness	

	<p>Reportable injury includes those instances when the member requires medical treatment more intensive than first aid; or, anything that causes unexpected morbidity to the member secondary to the inappropriate treatment rendered. First aid includes assessing a condition, cleaning a wound, applying topical medications, and applying simple bandages. Reportable illness of a member includes any life-threatening illness or any involuntary emergency psychiatric admission that occurs as the result of a residential provider's initiation.</p> <p><i>Non-reportable events</i> include scheduled treatment of medical conditions, on an outpatient or inpatient basis; any voluntary inpatient admission to a psychiatric facility, or service at a crisis facility or psychiatric department of acute care hospitals for the purpose of evaluation and/or treatment; emergency room (ER) visits or inpatient admissions that result from a member's previously diagnosed chronic illness, where such episodes are part of the normal course of the illness; ER visits where the visit is necessitated because of the unavailability of the member's primary care physician.</p>
<p>Significant Medication Error</p>	<p>A significant medication error includes an incorrect medication or incorrect dosage, where a member suffers an adverse consequence and receives treatment to offset the effects of the error. Any use of medication that results in member morbidity.</p> <p><i>Non-reportable events</i> include refusal by the member to take prescribed medication.</p>
<p>Abuse</p>	<p>Child/youth: Any one of the following acts which seriously endanger the physical, mental, or emotional health and safety of the child:</p> <ul style="list-style-type: none"> • The infliction, attempted infliction, or, as a result of inadequate supervision. • The allowance of the infliction or attempted infliction of physical or mental injury upon the child by a parent or any other person. • The exploitation or overwork of a child by a parent or any other person. • The involvement of a child in any sexual act with a parent or any other person. • The aiding or toleration by the parent of the caretaker of the child's sexual involvement with any other person or of the child's involvement in pornographic displays or any other involvement of a child in sexual activity constituting a crime under the laws of this state. (Children's Code Article 603) <p>Adult: The infliction of physical or mental injury, or actions which may reasonably be expected to inflict physical injury, on an adult by other parties, including but not limited to such means as sexual abuse, abandonment, isolation, exploitation, or extortion of funds or other things of value. (Louisiana Revised Statutes 15:403.2).</p>
<p>Neglect</p>	<p>Child/youth: The refusal or unreasonable failure of a parent or caretaker to supply the child with the necessary food, clothing, shelter, care, treatment, or counseling for any illness, injury, or condition of the child, as a result of which the child's physical, mental or emotional health and safety are substantially threatened or impaired. This includes prenatal illegal drug exposure caused by the parent, resulting in the newborn being affected by the drug exposure and withdrawal symptoms. (Children's Code Article 603)</p> <p>Adult: The failure, by a caregiver responsible for an adult's care or by other parties, to provide the proper or necessary support or medical, surgical, or any other care necessary for his well-being. No adult who is being provided treatment in accordance with a recognized religious method of</p>

	healing in lieu of medical treatment shall for that reason alone be considered to be neglected or abused. (Louisiana Revised Statutes 15:503.10)
Exploitation	Adult: The illegal or improper use or management of the funds, assets, or property of a person who is aged or an adult with a disability, or the use of power of attorney or guardianship of a person who is aged or an adult with a disability for one's own profit or advantage. (Louisiana Revised Statutes 15:503.7)
Extortion	Adult: The acquisition of a thing of value from an unwilling or reluctant adult by physical force, intimidation, or abuse of legal or official authority. (Louisiana Revised Statutes 15:503.8)
Chemical restraint	Chemical restraints consist of one time as needed medications which restricts the freedom of movement or causes incapacitation by sedation.
Mechanical/Physical Restraint	Any physical or mechanical device, material, or equipment attached or adjacent to the resident's body that the individual cannot remove easily which restricts freedom of movement or normal access to one's body.
Seclusion	The involuntary confinement of an individual alone in a room or an area from which the individual is physically prevented from having contact with others or leaving.