

**Instructions
for
Critical Incident Completion
(Non-HCSIS)**

1. When an incident occurs, staff shall immediately ensure that the consumer/staff/visitor is safe. Staff shall also facilitate accessing any medical attention necessary for those involved in the incident.
2. Law enforcement officials shall be contacted as warranted by the nature of the incident and in compliance with HIPAA privacy practices.
3. Telephone notification to next of kin, nearest relative or legal representative (if no relative exists) and follow up with a written or personal contact, as appropriate.
4. The staff member who noted or was informed of or had knowledge of the incident is responsible for notifying their immediate supervisor who will assess the situation and assist them with the reporting procedures. Staff (non residential) shall contact the Crisis hotline to determine if the incident warrants submission into the HCSIS system.
5. The County MH/MR Administrator's Office shall be contacted on the day of any extremely serious incident or when the knowledge of a death occurs during normal office hours. For extremely serious critical incidents (such as murder or a high profile incident) occurring after normal office hours or on weekends/holidays, the county administrator's office is to be notified immediately by using the on-call MH delegate system. The provider reporting the incident is to contact the Westmoreland County Crisis Hotline (800-836-6010) and give the crisis worker a contact name, accessible phone number and brief description of the incident. Crisis service will then contact the on-call delegate, who will then communicate with the reporting provider for more details and follow-up.
6. Staff shall document the incident on the Critical Incident Report Form (Attachment A). If it is a Death Report, Attachment B shall be completed. Documentation should consist of facts (and only facts) stated in a clear, concise, objective, and comprehensive manner. Sufficient details should be provided so that the incident and things leading up to the incident can be clearly understood. Hearsay, opinions, judgments are not included.
7. The report for submission to the MH/MR Office must be typewritten hard copy (unless cursive writing is legible), signed and dated by all necessary individuals. In the event that a report should be submitted into HCSIS, HCSIS reporting procedures shall be followed. See HCSIS Reporting Procedures.
8. The Agency/Unit Director having been assured the necessary procedures have been followed submits the completed report to the County MH/MR Office within 24 hours of the incident/death or immediately on the next working day.
9. Each provider is responsible for forwarding onto the county all necessary follow-up documentation and complete Attachment C (Follow-Up Report). (i.e. Missing person found, actions taken or needed). This shall include any follow up documentation to be submitted into HCSIS. **A Follow-Up Form (Attachment C) is to be submitted within 14 days of initial report or as necessary when actions have been completed.**