



INTELLECTUAL DISABILITY INCIDENT MANAGEMENT

The goal of an incident management system is to assure that the response to an incident will be adequate to protect the health, safety and rights of the individual. Incident management is an essential component of a comprehensive quality management process. Incident management allows county, state, and provider staff to document and track incidents and to identify trends.

The following are reportable incidents in HCSIS:

- Abuse or neglect
 - Death & Suicide
 - Injury requiring more than first aid
 - Reportable diseases
 - Medication error
 - Emergency Room visits
 - Hospitalization
 - Emergency closure of a home or program
 - Use of restraints
 - Psychiatric hospitalization
 - Individual to individual abuse
 - Fire
 - Law enforcement
 - Missing persons
 - Misuse of funds
 - Client Rights violation
- Anyone who recognizes or discovers an incident involving a person registered with Chester County MH/IDD may contact the Supports Coordination Unit by dialing **1-610-344-6327** or by calling **1-800-692-1100** (toll free) and asking for the Supports Coordination Unit.
 - If uncertain of whether an event is an “incident”, talk with the Supports Coordinator or with the MH/IDD Incident Manager who can explain whether or not the incident is reportable.
 - The type of incident determines whether the provider, the county, or the state conducts an investigation. The person reporting the incident and any other individual with information about the event will be asked to participate in the investigation. All information gathered about the investigation remains confidential.
 - All investigations are conducted by staff trained as ODP Certified Investigators.
 - The Supports Coordinator makes sure that all required follow-up is completed and that the necessary supports and services are put into place so that the issue is resolved.
 - Twice per year Chester County MH/IDD offers Incident Management training. The training is designed to help families and caregivers recognize incidents and know who to call and how to report when an incident does occur.