

Critical Incident Reporting

Policy: All West Slope Casa Providers will follow the attached critical incident reporting procedures.

Definitions

Critical incidents must be reported to the West Slope Casa Clinical Director and ADAD concurrently, within 24 hours of the program becoming aware of the incident. With the exception of client death, incidents must center around the client's treatment to require reporting. Critical incidents are:

- Client or staff homicide on or off clinic premises
- Client suicide on or off clinic premises
- Client suicide attempt, victim's life in jeopardy while on clinic premises or under staff supervision
- Client or staff assault, victim's life in jeopardy while on clinic premises or under staff supervision
- Medication error resulting in physical harm while in program
- Communicable disease or illness jeopardizing client's life or lives of others (exposure control)

Other: Client's or staff's life jeopardized by the incident
Public relations issues likely to be reported in the media

Procedure:

1. Reporting procedure is as follows
 - a. Critical incident occurs
 - b. Immediate crisis is handled in consult with supervisor
 - c. Substance Abuse Director or Supervisor completes WSC Critical Incident reporting form and faxes within 24 hours to:
 - Sandy Roberts, Clinical Director
West Slope Casa, 970-725-3614
 - and-
 - Karen Mooney, ADAD, 303-866-7481
 - or-
 - Jimmy Martinez, ADAD, 719-442-0538
2. If no further consult is needed, the critical incident will be reviewed at the next West Slope Casa Quality Improvement Committee meeting, and if feedback is required, written feedback to program will be presented.
3. If further consult is required, the Clinical Director should be notified of additional questions when the critical incident is faxed to her.
4. Action items recommended by the QIC must be responded to in writing within 30 days of receipt of the recommendations, forwarded to the Clinical Director.
5. Other critical incident reporting formats are acceptable as long as all of the information contained on the WSC form is contained on the form being used.