



“Incidents/Injuries, A/N/E, & Importance of Documentation ”

(The ICF/IID Program)

***Presented By Kim Littlejohn
From Together Consulting, Limited***



Incident/ Injury

- What constitutes as an injury?
- What constitutes as an incident?
- When is something considered a serious incident?



Examples of Types of Incidents/Injuries

- Missing Person
- Behavioral Episodes: VA, PA, SIB's, Property Destruction, Elopement, etc..
- Med Errors
 - Omission, Wrong Dose, Wrong Person
 - Others: Wrong Route, Transcription Error, Physician or Pharmacy Error, etc...
 - Serious/Non-Serious Injuries
 - Restraints (Mechanical, Physical, Chemical)
 - (BSP restraint, Emergency Restraint)
 - Fire, Emergency Evacuation,

Incident/Injury Reporting

- What Do You Report?
- When Do You Report?
- Who Do You Report to?
- What Documentation Do You Fill Out?
 - Incident /Injury Report
- What F/U Needs To Occur? (if applicable)
- Date of incident, Date incident Reported



Incident/Injury Report Info.

- **Name of person reporting**
- **Time & Date reported**
- **Time and Date event occurred**
- **Location**
- **Witness/s to incident (if any)**
- **Persons involved**
- **Description of event or event reported**
- **Persons notified (Provider, Provider nurse, guardian, supervisor, physician, DFPS, DADS etc..)**



A/N/E Reporting

- **What is A/N/E?**
- **When Do We Report?**
- **Who Do We Report To?**
- **Why is our documentation important?**
- **Who Reads What We Write?**
- **What is Required?**



Abuse Classifications

- **Class I**
 - **Serious physical Injury**
 - **Sexual abuse involving an employee, agent, or contractor without regard to injury**
- **Class II**
 - **Non-serious physical injury**
 - **Act of force or corporal punishment**
 - **Even if it does not result in non-serious injury**
 - **exploitation**
- **Class III**
 - **Verbal or other communication to curse, vilify, degrade, or threaten**

Data Collection: Behavioral and Training

- **Why is Data Collection Needed?**
- **What Do I Report For Behavioral Data Collection?**
- **What Do I Report For Training Data Collection?**
- **What Is Done With the Data Collection?**



Importance of Documenting Progress/Lack of Progress

- **Did they make progress?**
- **Did they regress?**
- **Did they maintain?**
- **Did they meet objective/training?**

- **Do they need to:**
 - **end training/obj.**
 - **Start new training/objective**



How Does Your Documentation Affect The Level of Need?

- **Documentation needs to show an entire picture of the person:**
 - **How much assistance do they need?**
 - **What behaviors do they have, if any?**
 - **Have they been ill?**
 - **Progress/Lack of Progress on objs.**
 - **Etc...**

What is Required of Our Documentation?

- **DADS requires that we document**
 - **The individuals we serve**
 - **The needs of those individuals**
 - **How, when and by whom**
 - **Services received**
 - **How Individual benefits**
 - **Progress/Lack of Progress**
 - **Supervision of Health & Safety**



Scenario:

Individual: **John Smith**

John Smith is on an outing with his direct care staff and 3 other consumers – bowling.

While at the outing/bowling alley, John gets into an argument with another consumer on the outing and begins cursing very loudly at the other consumer (consumer #2), he threatens to hit him, and a short time later he does hit consumer #2 in the face.

Consumer # 2 now has a cut on his face and is bleeding.

Write up an incident/injury report (risk assessment) stating:

1. what happened? (what preceded the event, and what happened during the event)
2. your intervention (what you did),
3. who you contacted, and
4. what the final outcome was for the incident.

*Remember this is a made up story, so feel free to “make up” the events. What is important is how you handled the event and who you contacted.

I want you to write down your morning routine that you do every morning.

Example:

1. Get up and brush teeth
2. Wash face
3. Put on house shoes and go downstairs to make coffee
4. Check my phone for messages
5. Check my e-mail and reply to any important ones.
6. Take a shower

Now, pass your list to the person next to you. Look it over.

Wait for further instructions from me.

Would you like to follow this person's schedule you were passed?

This is how your consumer feels, when they have to follow schedules that we demand they follow. You need to consider how they feel when working with them and let them have as much choice as possible.



**“The Dynamics of Documentation” Part II (Cont.)
What Everyone Needs To Know
(The ICF/IID Program)**

***Presented By Kimberly Littlejohn
From Together Consulting, Limited***

What is Required of Our Documentation?

- DADS Survey, Billing &/or UR Department Expectations, requires that we document on The individuals we serve:
 - The needs of those individuals
 - Assistance Given To or Received By The Individual
 - Supervision of Health and Safety of Inc
 - Unusual Incidents (*Inappropriate Beha*
 - Injuries/Illnesses
 - Community Outings/Leisure Activities



What Does This Mean For Us?

- Residential Notes/Significant Obs.
- Training Program data collection
- Incident/Injury reports
- Illnesses reported
- Behavior data collections
- Maladaptive Notes (if app)
- MARS (Med. Admin. Sheets)
- Treatment Sheets (Ex: Vitals recorded)



How Do I Meet the Requirements?

- Complete all documentation in a timely manner
- Ensure that all the components are included
- Ensure the information is consistent



What are the components?

- Names
- Dates
- Location
- Times (when applicable)
- Signatures
- Description of Event
- Description of Observations
 - What service was provided
 - What the individual did
 - What you did to assist the individual



What they did, What I did

- What to include:**
- Level of Assistance Provided /Received
 - Progress toward Training
 - Unusual Or Inappropriate Behaviors
 - Illness &/Or Injuries
 - Outings/Recreation
 - Family Contact
 - Leisure Activities
 - Special Events
 - Supervision of Health & Saftey



Residential Notes (If Applicable)

- **Type of Assistance Given, if any**
- **Or Type of Assistance Needed**
- **Progress/Lack of Progress towards training or informal objectives**
- **Progress towards NSP directives/objs.**
(if applicable)
- **Unusual incidents**
 - Injuries
 - Illnesses
 - Inappropriate Behaviors (&/or on maladaptive notes)
 - Therapeutic Leave or Visits
 - Family Contact
 - Decline in skills, abilities (ex: forgetting things)



Significant Observation Notes

- **Maladaptive or**
 - Inappropriate Behavior, if you do not use Incident Reports or Separate Maladaptive Notes
- **Anything Unusual or**
 - Out of The Ordinary
 - Additional Assistance Needed as opposed to previous needs
 - Side Effects From Medication Noted
 - Complaints by Consumer (medical or otherwise)
 - Illness
 - Injury (more thorough description in incident/injury reports)
 - Other....



Maladaptive Notes

- **Description of Inappropriate Behavioral Incidents**
- **Sometimes used in place of**
 - or along with incident reports
- **Sometimes used if no significant observation notes,**
 - or along with significant observation notes

Give Yourself Credit!



- **Use key words to describe action**
 - Physically assisted
 - Verbally prompted
 - Hand-over-hand assistance
 - Physically redirected

What happens if we don't?

- **Possible Loss of funding**
- **Possible Loss of resources**
- **Possible Loss of jobs**
- **Possible Loss of license/contract**



Don't forget!



Your documentation effects:

- **Residents' Services**
- **Provider's Reimbursement**
 - Money used to provide services to pay
 - Staff, Nurses, Specialized Therapies
 - AA's and Adaptive Equipment