



Critical Incident Reporting Guide

Provider Services: 1-855-777-0123

Upon discovering a Critical Incident, Horizon NJ Health providers are to promptly take steps to prevent further harm to MLTSS and FIDE-SNP members and respond to any emergency needs, which may warrant contacting local law enforcement, 911/EMS, and/or reporting to appropriate authorities, including but not limited to:

- The designated County Adult Protective Services (APS) agency: **1-800-792-8820**.
- The NJ Office of the Ombudsman for Institutionalized Elderly (OOIE): **1-877-582-6995**
- The NJ Child Protection and Permanency – Child Abuse Hotline: **1-877-652-2873**

Additionally, please complete this form in its entirety and fax to the Horizon NJ Health Quality Management Department along with any supporting documentation to **1-609-583-3003**.

The maximum timeframe for a provider to report a Critical Incident to Horizon NJ Health is **one business day** from the time the provider discovers or is informed of the incident.

Member's Name, Identification Number and Contact Information:	
Member Name:	DOB:
Member ID:	Medicaid ID:
Member Address:	
Gender:	
Reporting Individual/Agency Contact Information:	
Reporting Individual's Name and Title:	Provider Type:
Name of the Reporting Agency:	
Reporter's Phone Number:	
Reporter's Email Address:	Today's Date:
Date the Critical Incident was Discovered:	
Date that the Critical Incident Actually Occurred:	
Date Horizon NJ Health was notified of Critical Incident:	
Primary medical complexity: (check all that apply) <input type="checkbox"/> Heart Condition (i.e. CVA, Hypertension, CHF) <input type="checkbox"/> Muscular/Skeletal (i.e. Arthritis, Fracture) <input type="checkbox"/> Neurological (i.e. Alzheimer's, MS, Head Trauma, Quadriplegia, Seizure Disorder) <input type="checkbox"/> Infections (i.e. Pneumonia, TB, UTI) <input type="checkbox"/> Psychiatric/Mood (i.e. Anxiety, Depression, Behavioral/Mental Illness, Psych Diagnosis) <input type="checkbox"/> Pulmonary (i.e. Emphysema, Asthma, COPD) <input type="checkbox"/> Sensory (i.e. Vision/Hearing Impaired) <input type="checkbox"/> Other Diseases (i.e. Renal Failure, Cancer)	
Type of Critical Incident (indicate all that apply):	
<input type="checkbox"/> Unexpected death of a member <input type="checkbox"/> Media involvement or the potential for media involvement <input type="checkbox"/> Physical abuse (including seclusion and restraints both physical and chemical) <input type="checkbox"/> Psychological/verbal abuse <input type="checkbox"/> Sexual abuse and/or suspected sexual abuse <input type="checkbox"/> Fall resulting in the need of medical treatment <input type="checkbox"/> Medical emergency resulting in need for medical treatment <input type="checkbox"/> Medication error resulting in serious consequences <input type="checkbox"/> Psychiatric emergency resulting in need for medical treatment <input type="checkbox"/> Severe injury resulting in the need of medical treatment <input type="checkbox"/> Suicide attempt resulting in the need for medical attention <input type="checkbox"/> Neglect/mistreatment, caregiver (paid or unpaid) <input type="checkbox"/> Neglect/mistreatment, self <input type="checkbox"/> Neglect/mistreatment, other <input type="checkbox"/> Exploitation, financial	<input type="checkbox"/> Exploitation, theft <input type="checkbox"/> Exploitation, destruction of property <input type="checkbox"/> Exploitation, other <input type="checkbox"/> Theft with law enforcement involvement <input type="checkbox"/> Failure of member's Back-up Plan <input type="checkbox"/> Elopement/wandering from home or facility <input type="checkbox"/> Inaccessible for initial/on-site meeting <input type="checkbox"/> Unable to contact <input type="checkbox"/> Inappropriate or unprofessional conduct by a provider involving member <input type="checkbox"/> Cancellation of utilities <input type="checkbox"/> Eviction/loss of home <input type="checkbox"/> Facility closure, with direct impact to member's health and welfare <input type="checkbox"/> Natural disaster, with direct impact to member's health and welfare <input type="checkbox"/> Operational breakdown <input type="checkbox"/> Other (please describe): _____



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Critical Incident narrative

Provide a detailed but succinct description of the Critical Incident:

Including:

What was done to immediately ameliorate the issue for the member:

Name of the alleged perpetrator, and his/her relationship to the member:

Location of incident:

Ways this incident could possibly have been prevented:

Referrals made (indicate all that apply and the date the referral was made):

In addition to reporting Critical Incidents to Horizon NJ Health, MLTSS and FIDE-SNP providers remain responsible for adherence to any applicable mandatory reporting requirements already set forth in New Jersey's administrative code or other regulations.

<input type="checkbox"/> Referral made to the applicable accrediting agency	Date:
<input type="checkbox"/> Referral made to APS	Date:
<input type="checkbox"/> Referral made to State Division of Developmental Disabilities	Date:
<input type="checkbox"/> Referral made to State Division of Health Facilities Evaluation and Licensing	Date:
<input type="checkbox"/> Referral made to Law Enforcement; if so did member press charges? <input type="checkbox"/> YES <input type="checkbox"/> NO	Date:
<input type="checkbox"/> Referral made to the OOIE	Date:
<input type="checkbox"/> Other referral made to:	Date:

Was the Critical Incident resolved at time of the report to Horizon NJ Health. If so, how:

If incident is unresolved at time of report, is the incident presently under investigation, and if so, by whom?

Types of Critical Incidents

Unexpected death of a member

Death of a member that was not medically anticipated. Examples include suicide, homicide and/or unanticipated death due to unforeseen circumstances/complications. Example: A healthy member goes into the hospital for a routine procedure, develops complications and succumbs to the complications two weeks later.

Media involvement or the potential for media involvement

An event involving a member that has been or may be made known to the public through any media, including but not limited to newspaper, television, radio, websites, and social media.

Physical abuse (including seclusion and restraints both physical and chemical)

A physical act directed at a member of a type that could tend to cause pain, injury, and/or suffering. Such acts include but are not limited to the member being kicked, pinched, bitten, punched, slapped, hit, pushed, dragged, and/or struck with a thrown or held object.

Psychological/Verbal abuse

Any verbal or non-verbal acts or omissions which inflict emotional harm, mental distress, invocation of fear and/or humiliation, intimidation, degradation, or demeaning a service member. Examples include, but are not limited to: teasing, bullying, ignoring need, favoritism, verbal assault, or use of racial slurs, or intimidating gestures (i.e., shaking a fist at a member).

Sexual abuse and/or suspected sexual abuse

Any activity with a member for the purposes of sexual stimulation of the actor or another person when the member does not consent, or when the member is incapable of resisting, giving, or declining consent to the sexual activity due to age, disability, or fear of retribution or hardship.

Fall resulting in the need for medical treatment

A fall, defined as a sudden, uncontrolled, unintentional, non-purposeful downward displacement of the body to the floor/ground, or hitting another object, by a member resulting in need for medical treatment for that member.

Medical emergency resulting in need for medical treatment

A medical condition manifesting itself by acute symptoms of sufficient severity, (including severe pain) such that a prudent layperson, who possesses an average knowledge of medicine and health, could reasonably expect the absence of immediate medical attention to result in placing the health of the member (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; serious impairment to bodily functions; or serious dysfunction of any bodily organ or part.

Medication error resulting in serious consequences

Any preventable event that may cause or lead to inappropriate medication use or resident harm, while the medication is in the control of the health care professional. Such events may be related to professional practice, health care products, procedures, and systems including: prescribing; order communication; product labeling, packaging and nomenclature; compounding; dispensing; distribution; administration; education; monitoring; and use.

Psychiatric emergency resulting in need for medical treatment

A situation in which a member is doing serious harm to him/herself or others, or in which the member's health is significantly impaired or where there is clear evidence that this will occur in the immediate future. In such situations, action must be taken immediately to prevent or minimize harm to the member or others.

Severe injury resulting in the need for medical treatment

An accidental, self-inflicted, or intentional damage to the member's body by an external force resulting in the need for medical treatment for the member.

Suicide attempt resulting in the need for medical attention

An act with a non-fatal outcome in which a member deliberately initiates a behavior that, without intervention from others, will cause self-harm, or deliberately ingests a substance in excess of the prescribed or generally recognized therapeutic dosage that will cause self-harm.

Neglect/Mistreatment, caregiver (paid or unpaid)

The failure of a caregiver (person responsible for the member's welfare whether paid or unpaid) to provide the needed services and supports to ensure the health, safety, and welfare of the member. These supports and services may or may not be defined in the member's plan or otherwise required by law or regulation. This includes acts that are intentional, unintentional, or careless regardless of the incidence of harm. Examples include, but are not limited to, the failure to provide needed care such as shelter, food, clothing, supervision, personal hygiene, medical care, and protection from health and safety hazards.

Neglect/Mistreatment, self

An act or failure to act by a member which results in the inadequate provision of care or services necessary to maintain the physical and mental health of the member, and which places the member in a situation which can result in serious injury or which is life-threatening. This includes failure to provide adequate food, clothing, shelter and health care for one's own needs.

(Continued)

Types of Critical Incidents (*continued*)

Neglect/Mistreatment, other

The member fails to receive the needed services and supports to ensure the health, safety, and welfare of the member for reasons not otherwise listed.

Exploitation, financial

Any willful, unjust, or improper use of a member's cash, assets, or funds for the benefit or advantage of another. This may occur without the explicit knowledge or consent of the member. This also may include identity theft.

Exploitation, theft

Any willful, unjust, or improper use of a member's property or possessions that are taken without knowledge, consent or authorization for the benefit of another. This may include taking of valuables, medications, or other personal property.

Exploitation, destruction of property

Any willful, unjust, or improper injury to member's real or personal property through another's actions for the benefit or advantage of another.

Exploitation, other

Any willful, unjust, or improper use of a member or his/her property, for the benefit or advantage of another; condoning and/or encouraging the exploitation of a member by another person. An example of exploitation includes, but is not limited to, requiring a member to perform functions/activities that are solely for another's convenience.

Theft with law enforcement involvement

A willful or unexplainable incident, perpetrated by any person, resulting in member property or monetary funds being stolen or missing with law enforcement involvement.

Failure of member's Back-up Plan

The Back-up Plan agreed to in the Plan of Care fails to provide for the needs of the member when the member, caregiver, provider, or the Care Manager identifies a gap in care or when a caregiver identifies an unsafe or threatening environment at the Member's residence.

Elopement/Wandering from home or facility

The act of a member who requires supervision for his/her health or safety, leaving the grounds of a facility, Community Alternative Residential Setting (CARS), or his/her home without authorization and who cannot be located after a diligent and reasonable search.

Inaccessible for initial/on-site meeting

A member who cannot be contacted using contact information available in the member's record prior to the development of the initial Plan of Care.

Unable to Contact

A member whose whereabouts are unknown, is absent, without notification, and who cannot be contacted using the contact information available in the member's Care Management record.

Inappropriate or unprofessional conduct by a provider involving member

Any conduct or practice contrary to recognized standards of ethics of the provider that does or might constitute a danger to the health, welfare or safety of the member or any conduct, practice or condition that does or might impair the ability to provide services safely and skillfully.

Cancellation of utilities

The cancellation or termination of a member's public utilities, such as electricity, natural gas, water, or sewer due to non-payment or for any other reason.

Eviction/loss of home

The eviction or displacement of a member from their community residence due to legal action or any external force.

Facility closure, with direct impact to member's health and welfare

The closing or relocation of a nursing facility or assisted living residence, whether planned or as an emergency situation, that results in a risk to the member's health or safety. An "emergency situation" may include: the suspension or revocation of the residential license; decertification of the facility; or any other event as prescribed by regulation of the respective legal authority (i.e. commissioner, fire marshal, zoning officer, etc.). "Planned situations" that result in a risk to the health or safety of a member shall be reported.

Natural disaster, with direct impact to member's health and welfare

An act of nature of such magnitude as to create a catastrophic situation in which the daily patterns of life are suddenly disrupted, resulting in a potential or actual risk to the member's life, safety, or well-being.

Operational Breakdown

Any situation or event which may cause a threat to life or safety and/or impact on facility operations. This may include utility outage or loss of use of equipment; environmental incidents – spills/illegal dumping; fire; mass disturbances (i.e. riot); public safety issue; unexpected staff shortage; or accidental or willful destruction of property.

Other

Any other situation or event that negatively impacts a member that is not reported in other categories resulting in a potential or actual risk to the member's life, safety, and well-being.

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