

# Critical Incident (CI) Training for Delegates



**L.A. Care**  
HEALTH PLAN®

*For All of L.A.*



**ELEVATING  
HEALTHCARE**  
IN LOS ANGELES COUNTY  
— SINCE 1997 —

# Learning Objectives

- Definition and importance of Critical Incident Reporting
- Recognize reportable Critical Incidents
- Learn about Critical Incident categories
- Understand the Critical Incident reporting process and timeline

# CI Definition & Reporting

## Definition:

A *Critical Incident* is any incident in which the enrollee or member is exposed to any of the following: abuse, neglect, exploitation, a serious, life threatening medical event requiring immediate emergency evaluation by a medical professional, or the disappearance, suicide attempt, restraint, seclusion, unexpected death, or other catastrophes and unusual occurrences of the enrollee.

## Why Report a CI?

Under the requirements set forth by the California Department of Health Care Services (DHCS) 42 CRF 438.66, APL 21-26 and CCR Title 22 §72541, CI concerns must be reported to the local law enforcement agency, long-term care (LTC) ombudsman, local health officer, and district office (DO) to protect the health, safety and welfare of L.A. Care members.

Critical Incident reporting to DHCS is required by L.A. Care for members under Dual Special Needs Plan (D-SNP) and Medi-Cal (MCLA).



# Recognize a Critical Incident

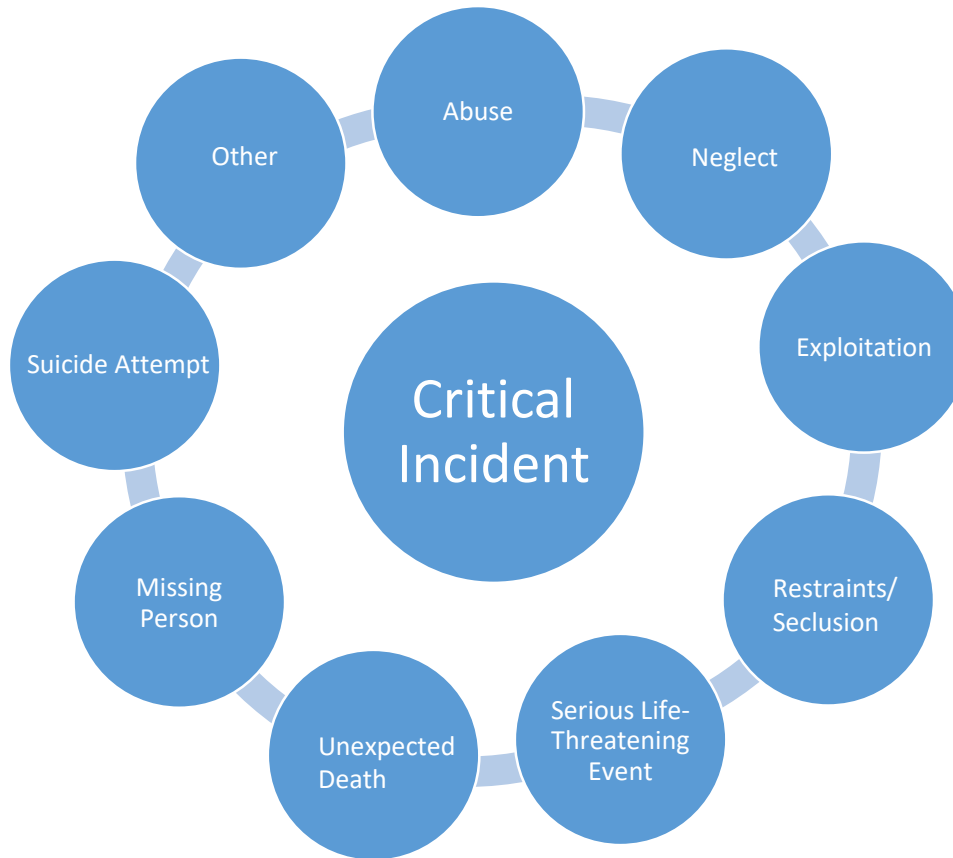
If your position includes contact with members or their care information, you may be notified of a Critical Incident by:

- Member verbally expressing the incident to you
- A caregiver, family member, case manager or any member-facing individual informing you of member's situation
- Member is admitted for a suicide attempt, reported missing, or any applicable CI events

**If notified of a Critical Incident, you must always take the report seriously and act in a timely manner.**

# Reportable Events

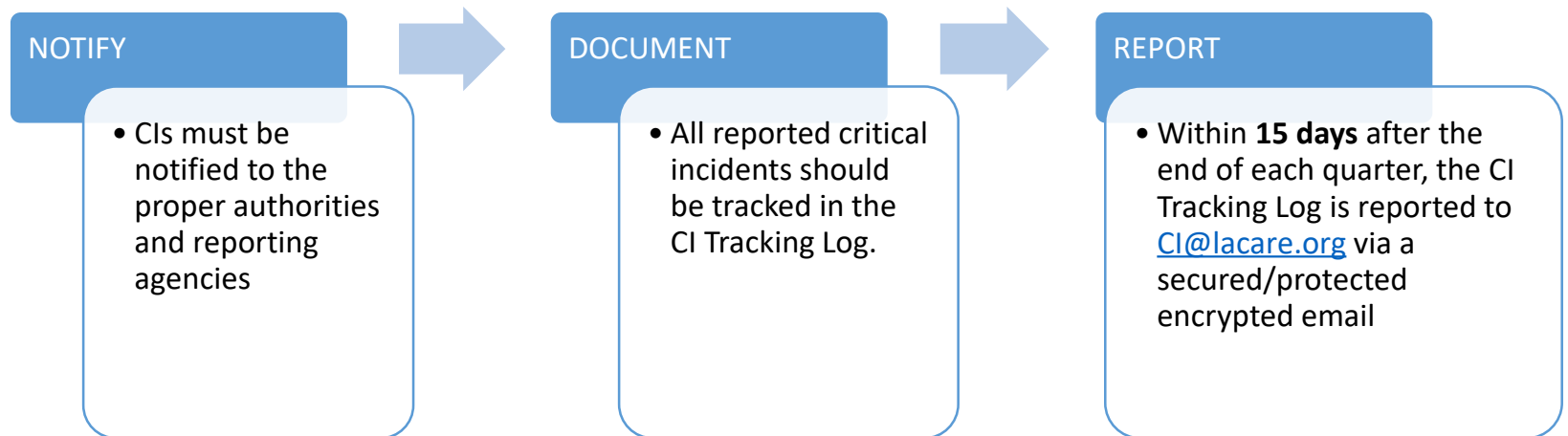
As defined by L.A. Care's QI-027 Critical Incident Reporting & Tracking policy:



Please immediately notify the local authority to ensure patient safety if a CI Reportable Event occurs.

# How to Report a Critical Incident

It is crucial to notify the appropriate authorities in a timely manner!



# Key Resources

Please refer to these guidelines and resources for additional information regarding CI:

- L.A. Care Policy & Procedure: Critical Incident Reporting QI-027
- [42 CFR 438.66](#) - Centers for Medicare and Medicaid Services, Department of Health and Human Service
- [AFL 21-26](#) – California Department of Public Health
- [CCR Title 22 §72541](#) - Barclays Official California Code of Regulations
- [CI@lacare.org](mailto:CI@lacare.org)- Contact for any CI-related questions and concerns