

Critical Incident Awareness Training

For providers & staff

Course: Critical Incident Awareness

Description: This course explains what constitutes a critical incident & how to report it to the Primary Plans in addition to the proper authorities.

Target Audience: All providers & staff

Learning Objectives: At completion of the course the learner will understand what a critical incident is & how to report it to the Primary Plans for internal tracking.

Learning Objectives

After completing the training, you will be able to:

- Recognize reportable critical incidents
- Identify individuals who are required to report a critical incident
- Understand the process for reporting critical incidents

What lines of business are affected?

Critical incident reporting applies to ALL Seaside Health Plan Managed Care members, including:

- Medi-Cal
- SNP
- Medicare Advantage

All participating health plans are required to watch for & report incidents of abuse or neglect, collectively called Critical Events.

What are the reportable critical incidents?

- Abuse
- Neglect
- Exploitation
- Disappearance of a member (missing person)
- Death
- Serious, life threatening event requiring immediate emergency evaluation by a medical professional
- Seclusion & restraints
- Suicide attempt

Who is required to report clinical incidents?

Internal Staff Members

- Medical management
- Member services
- Member appeals & grievances
- Disease management
- Health education & C & L
- Pharmacy
- Health plan LTSS

External Networks

- Member
- Family or caregiver
- Legal affairs
- Hospital network provides
- Contracted vendors
- Subcontracted plans, provider groups or regulatory agencies

How to report a critical incident?

Seaside Health Plan staff must report a critical incident to their immediate supervisor right away.

Providers & staff must report critical incidents in the appropriate manner:

1. To the proper authorities depending on the situation.
2. To the health plans for tracking, follow-up & trending of data.

How to report a critical incident to LA CARE?

Submit completed LA Care Critical Incident form to QI department:

Email: CI@lacare.org

** (Critical incidents report form in PDF available in Shared drive/

Quality Management/ LACare QI)

When and to whom to report (LA CARE):

REPORT

Critical Incidents must be reported to authorities/reporting agencies

DOCUMENT

Track all reported critical incidents in the CI Report Log

L.A. CARE QI DEPARTMENT

Email to CI@lacare.org completed CI Report Log

Quarterly

Key Resources

- The Centers for Medicare & Medicaid Services & the State of California: California Readiness Review
- http://www.lapdonline.org/lapd_adult_missing_persons_unit/content_basic_view/1883

Authorities

- Medicare Managed Care Manual (MMCM), Ch. 5
“Quality Assessment” Section 30.1.1
- California Health & Safety Code, Section(s) 1368.03
- Title 42 Code of Federal regulations (CFR) §422.152
(1)(3)
- The Centers for Medicare & Medicaid (CMS) & the
State of California: California Readiness review criteria



Thank you!

You have completed the Critical Incident
training.

Please make sure that you have signed the attendance sheet for
this training as a proof of completion.