



Critical Incident Reporting Guide

September 2016

Version 5.0

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COMMISSIONER'S POLICY STATEMENT ON CRITICAL INCIDENTS



STATE OF CONNECTICUT
Department of Mental Health & Addiction Services



Commissioner's Policy Statement and Implementing Procedures

SUBJECT:	Critical Incidents
P & P NUMBER:	Chapter 6.26
APPROVED:	Miriam Delphin-Rittmon, Commissioner Date: 10/15/2015
EFFECTIVE DATE:	October 15, 2015 <i>Miriam Delphin-Rittmon</i>
REVISED:	4/11/2012, Replaced Commissioner's Policy Statement 81
REFERENCES:	
FORMS AND ATTACHMENTS:	Critical Incident Report Cover Sheet Critical Incident Report

STATEMENT OF PURPOSE: Under Connecticut Statute 17a-452b, the authority for overseeing the quality of services for clients of Department of Mental Health and Addiction Services (DMHAS) operated facilities is designated to the Medical Director. The reporting and review of critical incidents is an important component of the ongoing evaluation and improvement of the quality of care and services.

POLICY: Critical Incidents shall be reported by state-operated Local Mental Health Authority (LMHA) Executive Director/Chief Executive Officers and the State Hospital Chief Executive Office (CEO) or their designee to the DMHAS Office of the Commissioner. Critical incidents are defined as incidents which may have a serious or potential serious impact on DMHAS clients, staff, facilities, or the public or that may bring about adverse publicity. Except as required by law, clinical information regarding clients involved in critical incidents will not be communicated to parties not privileged by law to have access to such information. The sharing of information within the DMHAS Office of the Commissioner will be given on a need to know basis for clinical oversight and quality review purposes.

The requirement to report critical incidents is not intended to supplant any other reporting requirements, e.g. the need to report statutorily defined incidents to the Department of Public Health, the Connecticut Occupational Health and Safety Administration, and likewise should not be superseded by other reporting requirements.

Critical Incidents shall be reported in the form and manner designated by the Commissioner.

OVERVIEW

Under Connecticut Statute 17a-452b, the authority for overseeing the quality of services for clients of Department of Mental Health and Addiction Services (DMHAS) operated facilities is designated to the Medical Director. The reporting and review of critical incidents is an important component of the ongoing evaluation and improvement of the quality of care and services.

Critical Incidents shall be reported by state-operated Local Mental Health Authority (LMHA) Executive Director/Chief Executive Officers and the State Hospital Chief Executive Officer (CEO) or their designee to the DMHAS Office of the Commissioner.

Critical incidents are defined as incidents which may have a serious or potential serious impact on DMHAS clients, staff, facilities, or the public or that may bring about adverse publicity.

The Login to the Critical Incident (CI) application is through the DMHAS Provider Suite of Applications Portal.

Use of this application is limited to key personnel who handle critical incident reporting. User access is based on assigned user roles and provider/program level security.

The CI access form and information can be found under DMHAS Critical Incident Reporting on the ct.gov website: <http://www.ct.gov/dmhas/criticalincident>.

ACCESS TO SYSTEM AND VPN TOKENS

Please read this page carefully before proceeding, and contact DMHAS staff with any questions.

Access to DMHAS data reporting systems may take several weeks, particularly if VPN tokens are requested. Much of this process takes place outside of DMHAS' operations.

If an incident report needs to be made immediately and there is no way to access the system, please call Chrishaun Jackson at 860-418-6912 or Karin Haberlin at 860-418-6842.

Plan ahead and ensure that users have the necessary access and tools before an emergency arises.

Access to the Critical Incident Reporting System (CIRS) is through the web based DMHAS Provider Suite of Applications Portal, which is the online home of DDaP (DMHAS Data Performance), the Consumer Satisfaction Survey (CSS) data entry portal, and the VATS (Voluntary Admission Tracking System).

1. New users of the DMHAS Suite of Applications Portal first must apply for access:
<http://www.ct.gov/dmhas/lib/dmhas/isd/vpn-ddapaccess-nonDMHAS.doc> (PNP staff only)
<http://www.ct.gov/dmhas/lib/dmhas/isd/VPN-DDAPAccess-DMHAS.doc> (DMHAS facility staff only)
2. New users, as well as current users of DDaP, CSS, or VATS who require **additional access to the Critical Incident Reporting System (CIRS)** must request it through use of this form:
<http://www.ct.gov/dmhas/lib/dmhas/eqmi/CI-VPN-Access-Form.docx>

A VPN Token is a device that will allow you to connect to the DMHAS secure network. It looks like this:



If your agency requires a VPN Token in order to gain access to the CI application, you must do the following:

Request a VPN Token on the **Critical Incident (CI) Access and VPN Token Request Form**. (*NOTE: If you already have a VPN Token that you are using for DDaP or VATS, you can use that token. However, you will still need to complete the access form in order to be added as a user to the system and receive your user name and password. After completing your user information on the access form, select 'N/A or Already Have Token' located under the VPN Token section of the form. Complete the form accordingly.*)

Once you receive the VPN Token, there will also be instructions as to how to make the appropriate connections. It may take a little longer to receive your token than your user name and password; however, you must have the token and make the connection before you can gain access to the CI application.

For further details regarding your token, please refer to the following link in ct.gov:
<http://www.ct.gov/best/site/default.asp> and click on "VPN Client Downloads".

For troubleshooting connections with your VPN token, contact the DMHAS Help Desk (860-262-5058).

HOW TO ACCESS THE CRITICAL INCIDENT (CI) APPLICATION



Only authorized users with a system assigned login name and password may access the Critical Incident application.

To log into Critical Incident (CI), follow the steps below:

1. Boot-up the pc to the Windows desktop screen.
2. For VPN users, once the VPN connection is made, enter password and Token number. **(Refer to the next page for more information regarding VPN Tokens)**
Launch Internet Explorer. (Go to step 4)
3. Non-VPN users (e.g., State workers), launch Internet Explorer.
4. Navigate to or enter the IP address that you have been given by DMHAS to access the system. If you need the address, contact the Help Desk (see number below.)
5. The Log In screen will be displayed:

The screenshot shows the login interface for the Critical Incident application. At the top left is the CT.gov logo for the State of Connecticut. In the center, it reads 'DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES'. On the top right is the dmhas logo. A yellow banner below the header says 'Provider Suite of Applications'. The central focus is a 'Please Log In' box containing two input fields: 'User Name:' and 'Password:', followed by a 'Log In' button.



Once the CI application access form is processed, an email will be sent to you with your User Name and a second email will be sent to you with your Password.

6. Enter the following information in the **Log In** window:

User Name: Enter your user name.

Password: Enter your password. (You will change the password with the initial log in.)

7. Point and click on the **Log In** button.



Contact the DMHAS Help Desk at 860-262-5058 if you need your password reset.
(Or email: DMHAS.Info@ct.gov)

The **Provider Suite of Applications** screen will display.

Note: 'Please be sure to log out after completing your work.' will display at the bottom of the Log In screen as a reminder to be sure to log out after completing your work.

ADD TO FAVORITES

Add this to your favorites on the Provider Suite of Applications as follows:

1. Select **Favorites** and then **Add to Favorites**.



2. A box will display to add your 'favorite'.
3. Enter the name you desire or leave whatever displays.



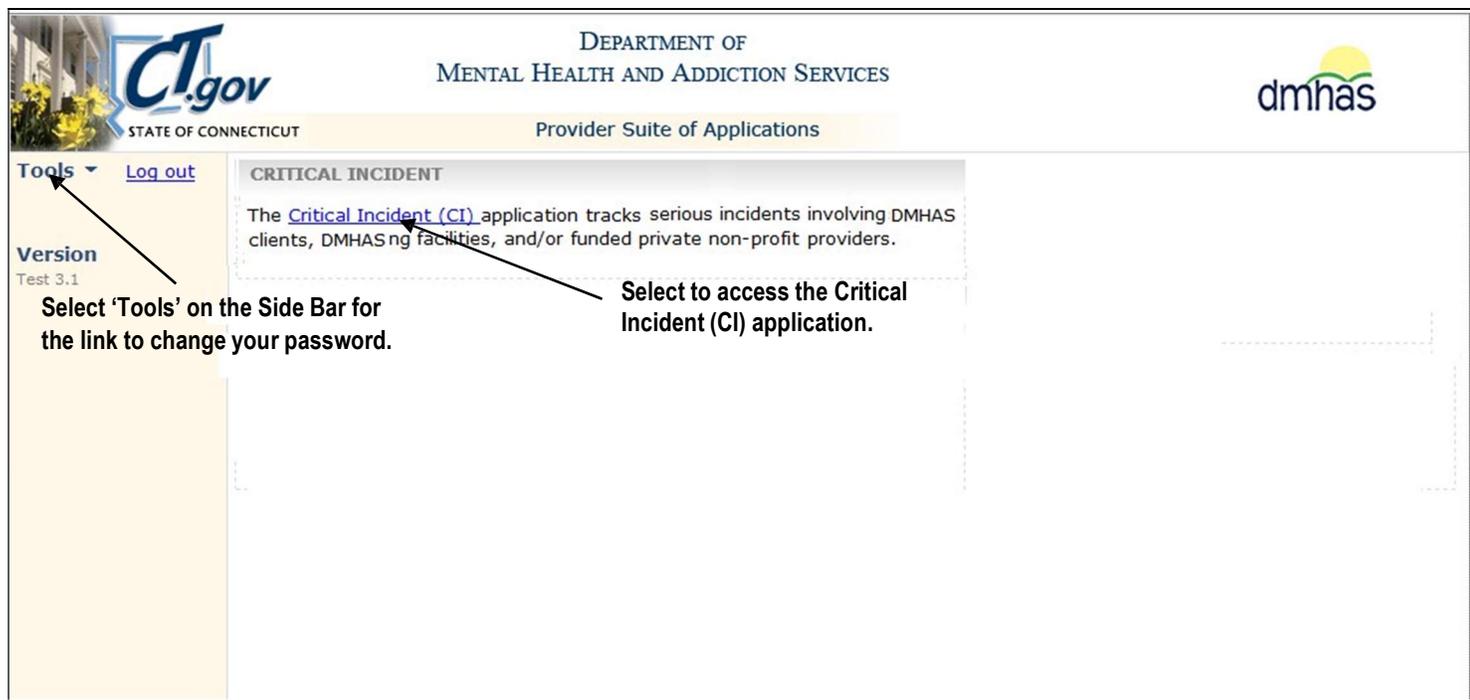
4. Select the **Add** button.
5. Your 'favorite' is now created and will display in the listing when **Favorites** is selected.



If you choose to add your short cut in another manner, please be sure to do so while on the Provider Suite of Applications.

PROVIDER SUITE OF APPLICATIONS

The [Critical Incident \(CI\)](#) application link is selected to enter or view Critical Incidents. **CI Administrators** will have the ability to view, add or change incidents. **CI Users** will have the ability to view and update while 'Open' before 'Saved' and add incidents.



The screenshot shows the top navigation bar with the CT.gov logo, the Department of Mental Health and Addiction Services logo, and the dmhas logo. Below the navigation bar is the title "Provider Suite of Applications". On the left side, there is a "Tools" dropdown menu with a "Log out" link. Below the "Tools" menu is the "Version" section, which displays "Test 3.1". An arrow points from the "Tools" menu to the "Log out" link with the text "Select 'Tools' on the Side Bar for the link to change your password." Another arrow points from the "Tools" menu to the "Critical Incident" application description with the text "Select to access the Critical Incident (CI) application." The "Critical Incident" application description reads: "The [Critical Incident \(CI\)](#) application tracks serious incidents involving DMHAS clients, DMHAS ng facilities, and/or funded private non-profit providers."

SIDE BAR

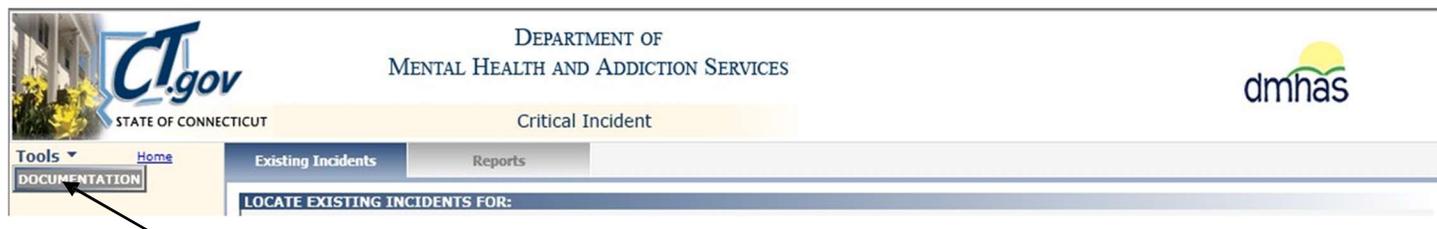
The Side Bar on the Provider Suite of Applications has a Help function. Informational links are displayed under 'Tools', including the User Guides and Change Password. Select the [Log out](#) link to log out of the application.

USING THE HELP FUNCTION

To access these informational links and documents, follow the steps below:

On the Provider Suite of Applications, click on the **Tools** option in the **SIDE BAR** to the left of the application listing. Select from the list of options that display:

- ♦ **DOCUMENTATION:** Select this to display this document.
- ♦ **CHANGE PASSWORD:** Use this link to change your Password anytime.

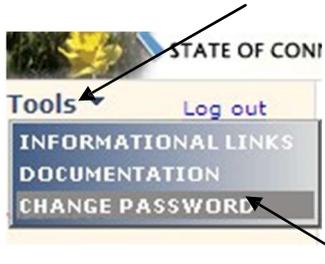


The screenshot shows the top navigation bar with the CT.gov logo, the Department of Mental Health and Addiction Services logo, and the dmhas logo. Below the navigation bar is the title "Critical Incident". On the left side, there is a "Tools" dropdown menu with a "Home" link. Below the "Tools" menu is the "DOCUMENTATION" option. An arrow points from the "Tools" menu to the "DOCUMENTATION" option. Below the "Tools" menu is the "Existing Incidents" and "Reports" section. Below the "Existing Incidents" section is the "LOCATE EXISTING INCIDENTS FOR:" label.

HOW TO CHANGE YOUR PASSWORD

To *CHANGE YOUR PASSWORD ANYTIME*, follow the steps below:

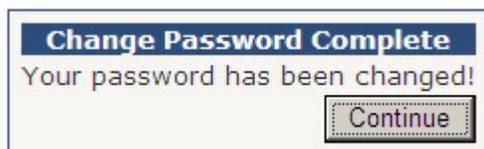
1. Click on the **Tools** menu on the **Side bar** on the **Provider Suite of Applications** Home page.



2. Select the **Change Password** option.
3. The **Change Your Password** window will display:



4. Enter your **Current Password** and your **New Password**.
5. Enter your **New Password** again to **Confirm**.
6. Select the **Change Password** button. (Select **Cancel** to close out of the window.)
7. The **Change Password Complete** window will display.



8. Select the **Continue** button. Select the [Critical Incident \(CI\)](#) link to get into the CI application, or select [logout](#) to log out of the application.



Note: You can change your password at any time; however, you will be automatically prompted with first time log in and after a certain period of time to change your password as a security measure. The 'Change Password' window will display. Follow steps 3 – 8 above.

SYMBOLS & FUNCTION BUTTONS

There are a variety of symbols and buttons with specific meanings throughout the CI application.



*You can use the mouse to hover over the object to see the meaning.
Symbols and function buttons will display based on your user role.*

The following is a list of the symbols or icons and their meanings:



Click to view Incident Details



Click to show Calendar and select Dates



Click to Search



Click to Delete

Function buttons are located at the bottom of each screen in the CI application:

ADD CLIENT: Select this to add a client to a critical incident.

ADD STAFF: Select this to add a staff member to a critical incident.

ADD VISITOR/OTHER: Select this to add a Visitor or Other to a critical incident.

SAVE: Select this to save information entered on the screen.

EDIT: Select this to make a change after entries have been 'Saved' (*CI Admins only-except CI Users can Edit 'Update Incident' details*)

CANCEL: Select this if the EDIT button has been selected and a change is not needed.

CLOSE INCIDENT: Select this to put the incident in a 'Closed' status.

PRINT: Select this to print a summary report of the incident

RETURN: Select this to return to the Existing Incidents screen.



If a Critical Incident needs to be changed, re-opened or rescinded after it has been 'Saved', please contact your CI Administrator.

INCIDENT CATEGORIES

The **Incident Categories** and associated **Sub-Categories** are listed below. **Note:** *If the Injury is Death, the Incident Category must be Death. If the Final Incident Category changes to Death, the Injury must be changed to Death – contact EQMI staff if this change needs to be made.*

- **Client Abuse Alleged**
 - Physical Abuse Alleged
 - Verbal Abuse Alleged
 - Violation of Patient Rights with Significant Consequences Alleged
 - Breach of Confidentiality with Significant Consequences Alleged
- **Death**
 - Suicide
 - Homicide
 - Accident
 - Accidental OD (resulting in Death)
 - Medical Error
 - Illness, Age or Medical Reason
 - Info Pending/Insufficient Info
- **Emergency Evacuation**
 - Fire
 - Bomb
 - Other Emergency Evacuation
- **Escape (Forensic Only)**
 - PSRB
 - DOC
 - Competency Restoration
- **Federal Notification**
 - Secret Service
 - FBI
 - Other Federal Notice
- **Medical Event**
 - Accidental Injury
 - Accidental Overdose (not resulting in death)
 - Medical Error/Reaction
 - Other Medical Event
- **Missing Client**
 - Missing Inpatient, Risk to Self or Others
 - Missing Outpatient, Risk to Self or Others
 - Missing Person
- **Property Damage**
 - Property Damage – Safety Issue
 - Property Damage
- **Serious Crime Alleged**
 - Physical Assault
 - Sexual Assault
 - Risk of Injury to Minor
 - Arson
 - Firearms
 - Hostage
 - Drug Sale /Distribution/Possession
 - Homicide / Manslaughter
 - Theft / Burglary
 - Other Serious Crime (specify)
- **Serious Suicide Attempt**
 - Suicide Attempt while Active in Program
 - Suicide Attempt within 30 days of Discharge
- **Threats**
 - Threats to Agency
 - Threats to Person
- **Other** (specify)

EXISTING INCIDENTS SCREEN

Once the [Critical Incident \(CI\)](#) link is selected on the **Provider Suite of Applications**, the **Existing Incidents** screen will display. Any critical incidents that have been reported in the CI application by your Agency will display in the **EXISTING INCIDENTS...** grid on this screen.



Only the agencies that the user has access to will display in the Agency drop list.

To Search for Critical Incidents:

1. Select the desired **Agency** from the drop list.
2. Click on the desired **Status**. The 'Open' Status is the default when entering the screen. Select 'Closed' to see a listing of Closed incidents, select 'Rescinded' to see a listing of Rescinded incidents, if any or select 'All' to see all Critical Incidents that have been reported.
3. Select any of the blue headers ([Incident ID](#), [Incident Date](#), [Agency](#), [Category](#) or [Status](#)) to sort the incidents by header. The default sort is [Incident Date](#).

Incident ID	Incident Date	Agency	Category	Status
18	4/17/2014	Recovery Network of Programs	Serious Crime Alleged	Open
35	5/4/2014	Recovery Network of Programs	Serious Suicide Attempt	Open
37	5/5/2014	Recovery Network of Programs	Death	Open
40	5/12/2014	Recovery Network of Programs	Death	Open
41	5/12/2014	Recovery Network of Programs	Medical Event	Open
22	5/12/2014	Recovery Network of Programs	Threats	Open

4. Select the Incident Details  button to view details of an incident.

If there are no critical incidents for the Agency and Status selected, the 'No incidents found...' message will display.

EXISTING INCIDENTS				
No incidents found that match the specified criteria ...				

5. Select the **CREATE NEW INCIDENT**  button at the bottom of the screen to create a new incident.

HOW TO CREATE A NEW INCIDENT

1. Select the **CREATE NEW INCIDENT** button at the bottom of the **Existing Incidents** screen.
2. The **INCIDENT** screen will display. *The following fields are pre-filled in the CI application:*
 1. **DATE OF REPORT:** This is the date that the Critical Incident was entered into the application and will display as soon as the screen displays. (Today's Date)
 2. **INCIDENT ID:** This identifies the incident by number and will display once all required fields are 'Saved'.
 3. **STATUS:** This is the status of the incident (Open, Closed or Rescinded) and will display once all required fields are 'Saved'. The status will be 'Open' after 'Saving' information on the Incidents screen and 'Closed' after 'Saving' information on the Closure screen. *(Only CI Administrators can 'Rescind' a Critical Incident.)*

The screenshot shows the 'Critical Incident' application interface. At the top, it displays the 'DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES' logo and the 'dmhas' logo. The page title is 'Critical Incident'. The interface includes a navigation menu with 'Tools' and 'Home', and a sidebar with 'Bookmarks' and 'Version' information. The main form area is titled 'INCIDENT' and contains the following fields:

- Date of Report: 02/24/2015
- Incident ID: [Text Box]
- Status: [Text Box]
- Contact Person: [Text Box]
- Contact Phone: () - -
- Ext: [Text Box]
- Reporting Agency: --- Select Agency ---
- Date of Incident: [Text Box]
- Time of Incident: [Text Box] : [Text Box] AM PM
- Location of Incident: --- Select Location ---
- Location Type: --- Select Location Type ---
- Other: [Text Box]

3. Complete the **INCIDENT** data fields as noted below.

FIELD NAME	FIELD DESCRIPTION
CONTACT PERSON	REQUIRED. Enter the First and Last Name of the person to contact regarding the incident.
CONTACT PHONE	REQUIRED. Enter the phone number for the Contact Person.
EXT	Enter the phone number extension for the Contact Person, if applicable.
REPORTING AGENCY	REQUIRED. Select the Agency reporting the incident from the drop list.
DATE OF INCIDENT	REQUIRED. Enter the date that the incident occurred in the correct MM/DD/YYYY date format or select the date from the calendar.
TIME OF INCIDENT	Enter the time that the Critical Incident occurred in HH:MM time format and select AM or PM.
LOCATION OF INCIDENT	REQUIRED. Select the name of the town where the incident occurred from the drop list. <i>Select 'Out of State' if the location is not Connecticut.</i>
LOCATION TYPE	REQUIRED. Select the location type from the drop list.
OTHER LOCATION TYPE	<i>This is required if Other is selected for the Location Type.</i> Enter the Other Location Type in the Other text box.

Incident Data Fields and Descriptions (Cont.)

Incident Category: Other:

Sub-Category: Other:

Does it appear that one or more of the following substances were a direct cause or contributory cause of the incident?
 Alcohol Prescribed Medication Illicit Drug Over-the-counter Medication No Evidence

Is there any evidence that the incident may have been a result of an alcohol/drug/medication overdose? Yes No

Does it appear that the incident is related to restraints or seclusion? Yes No

Is there evidence that this incident involves domestic/relationship violence? Yes No

Media Coverage: Reported Possible Report Unlikely

Incident Detailed Description:

Is this an agency incident? Yes No

PEOPLE

No people added to this incident ...

Incident

4. Complete the **INCIDENT** data fields as noted below.

FIELD NAME	FIELD DESCRIPTION
INCIDENT CATEGORY	REQUIRED. Select the Incident Category from the drop list.
OTHER INCIDENT CATEGORY	<i>This is required if Other is selected for the Incident Category.</i> Enter the incident category in the 'Other' text box.
SUB-CATEGORY	REQUIRED. Select the incident sub-category from the drop list.
OTHER INCIDENT SUB-CATEGORY	<i>This is required if Other is selected for the Incident Sub-Category.</i> Enter the incident sub-category in the 'Other' text box.
WERE SUBSTANCES A DIRECT OR CONTRIBUTORY CAUSE....?	REQUIRED. Select any Substances that were a direct cause or contributory cause of the Critical Incident. If no substance is evident, select 'No Evidence'.
EVIDENCE OF OVERDOSE....?	REQUIRED. Select Yes or No to indicate whether or not there was an overdose due to alcohol, drugs and or medication.
INCIDENT RELATED TO RESTRAINTS OR SECLUSION?	REQUIRED. Select Yes or No to indicate whether or not the incident was related to restraints or seclusion.
EVIDENCE OF DOMESTIC/RELATIONSHIP VIOLENCE?	REQUIRED. Select Yes or No to indicate whether or not there was evidence of domestic or relationship violence.
MEDIA COVERAGE	REQUIRED. Select 'Reported', 'Possible Report' or 'Unlikely' to best represent if there is or was actual media coverage of the event.
INCIDENT DETAILED DESCRIPTION	REQUIRED. Enter a detailed description of the incident in the text box. All details will display once the screen is 'Saved.'

AGENCY INCIDENT

FIELD NAME	FIELD DESCRIPTION
IS THIS AN AGENCY INCIDENT?	REQUIRED. Select 'Yes' if this is an agency incident. <i>The default is 'No'.</i>

5. The 'Is this an agency incident?' question will automatically default to 'No'.

 An **Agency incident** is one that is generally not specific to a particular client but involves action at the agency level. Example: Evacuation of clients from a residence due to loss of electricity

6. Select 'Yes' if this is an agency-related incident.



7. The ADD 'People' buttons will no longer display and the '**Agency-related incidents do not require 'People' information.**' message will display.

8. Select the **SAVE** button to save the Incident information. (Select **CANCEL** to not save.)

PEOPLE INCIDENT

 If this is not an agency-related incident, leave the agency question defaulted to 'No'.

9. Select the **ADD CLIENT**, **ADD STAFF** or **ADD VISITOR/OTHER** button to add any 'People' who are directly involved in the incident. (Multiple selections can be made.)

FIELD NAME	FIELD DESCRIPTION
ADD CLIENT	This is required if the agency incident question = No and there is a client or clients involved. Select the ADD CLIENT button, search for the client, select the client, complete the fields accordingly and select SAVE.
ADD STAFF	This is required if the agency incident question = No and there is a staff member or members involved. Select the ADD STAFF button, complete the fields accordingly and select SAVE.
ADD VISITOR/OTHER	This is required if the agency incident question = No and there is a visitor/other involved. Select the ADD VISITOR/OTHER button, complete the fields accordingly and select SAVE.

10. The 'People' information will display in the **PEOPLE** grid.

 Refer to the next several pages for instructions on how to add 'People' to an incident.

ADD CLIENT TO THE INCIDENT

If a client is involved in an incident, client information needs to be added to the Incident.

1. Select the **ADD CLIENT** button under 'PEOPLE'.

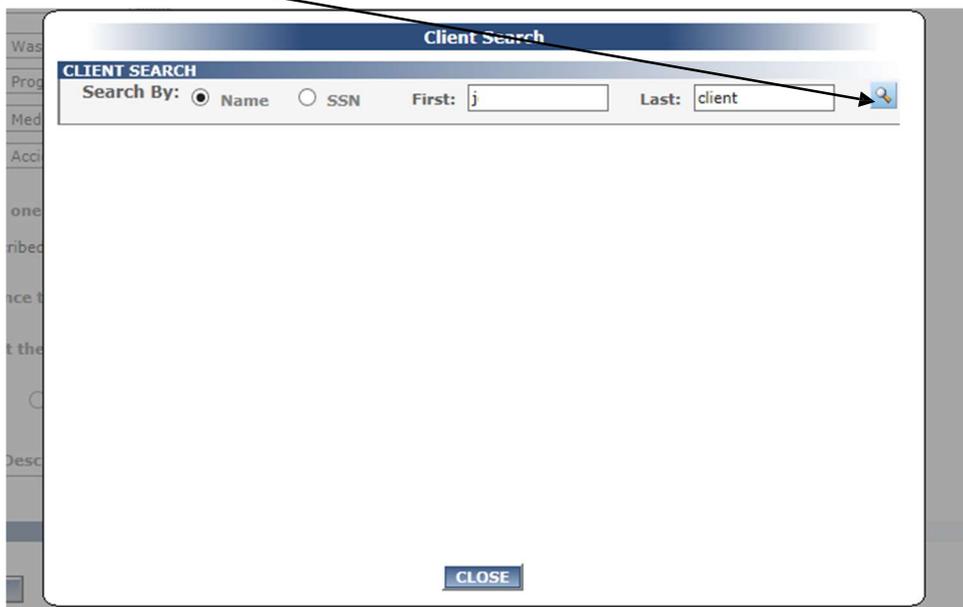


2. The **Client Search** window will display. **Search By** will be defaulted to **Name**.
3. Enter the client's **Name: First** (at least 1 character) and **full Last** name. (Or select **SSN** to search by Social Security Number- enter nine numbers, *no dashes and no spaces*).



If you do not have the full last name, check 'Search Client' or 'Program Roster' in the EDW or search in DDaP or WITS.

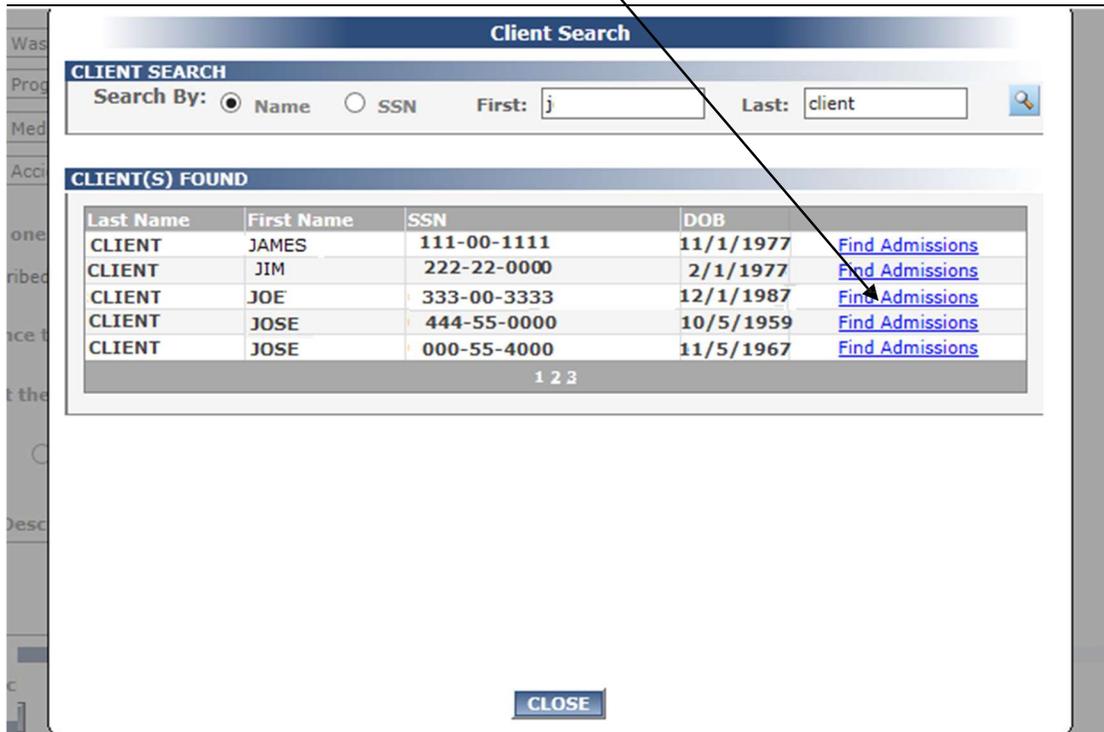
4. Select the Search  button. (Select the **CLOSE** button to close window and not do a search.)



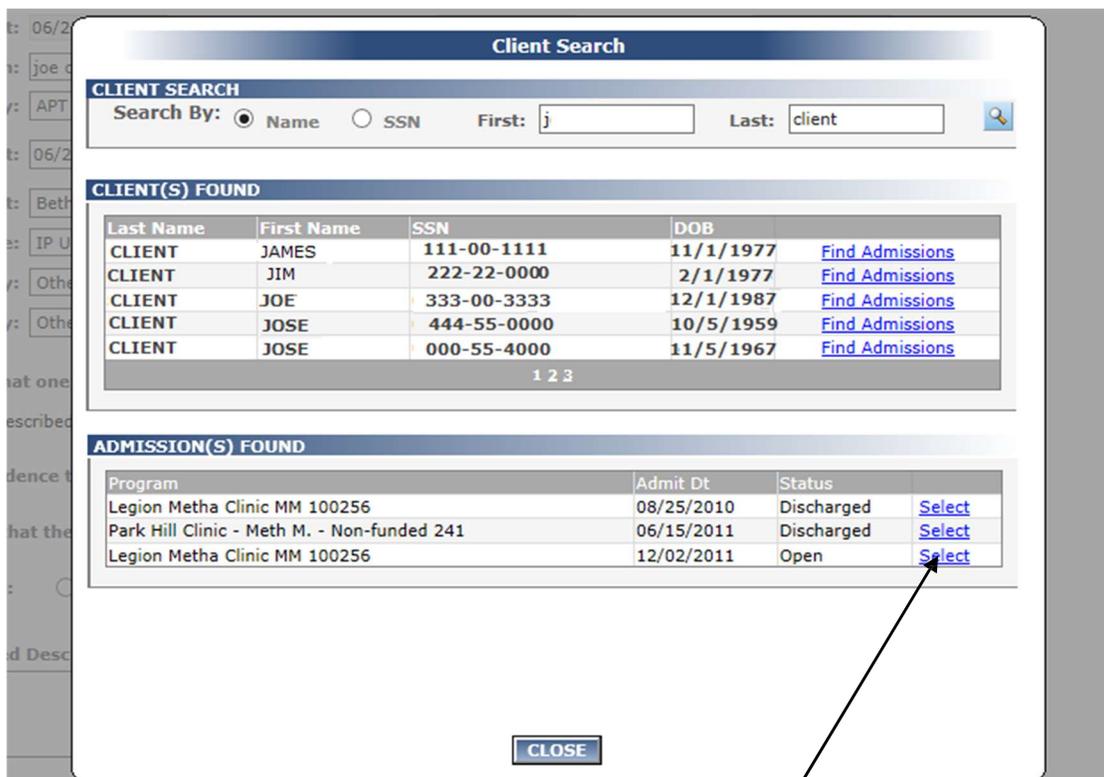
 **If the client is not found, *No clients found...* will display. Confirm that the correct name has been entered in the search fields and search again. If the client is still not found, confirm that the client has been admitted in the DDaP or WITS application. Select the **CLOSE** button to close the window.**

IMPORTANT: If you have followed the steps above and still cannot find the client, please call Chrisaun Jackson at 860-418-6912 for assistance.

5. If clients are found, a listing of clients will display based on the search criteria entered.
6. If the client does not display on the first page, select the page numbers in the bar below the client list to go through the pages and find the client. (In this example, select 2 or 3 to go to the next pages of clients found.)
7. Select [Find Admissions](#) for the desired client.



8. The **ADMISSION(S) FOUND** grid will display with the admissions for the client.



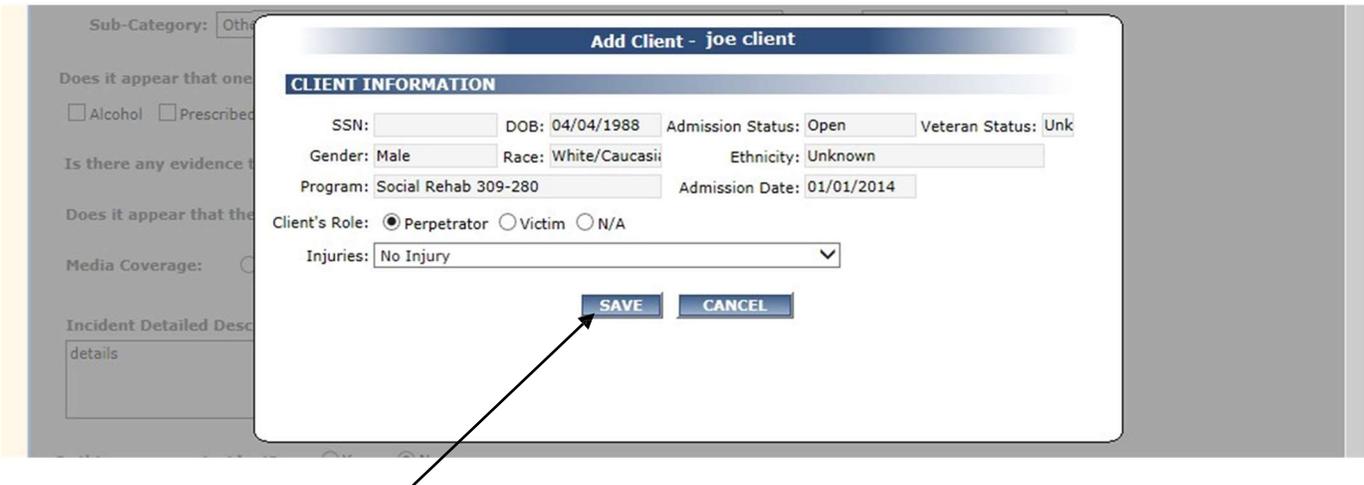
9. Select the appropriate admission from the **ADMISSIONS FOUND** grid.

10. The **CLIENT INFORMATION** window will display with client information and the **Client's Role** and **Injuries** fields to complete.

11. Click on the **Client's Role** (Perpetrator, Victim or N/A). *(Required.)*

 **Examples of Client's Role: Suicide is N/A; client falls down stairs is N/A if the person simply falls – ('Victim' if pushed, 'Perpetrator' if did the pushing)**

12. Select **Injuries** from the drop list. (Select 'No Injuries' if there were no injuries). *(Required.)*



13. Select the **SAVE** button to save client information. (Select **CANCEL** to cancel and not save.)

14. The Client Information will display in the **PEOPLE** grid.



15. Select the Person Details  button to view client information.

16. Select the delete button  to delete, if necessary.

17. Select the **SAVE** button at the bottom of the screen to save the critical incident information. (Select **CANCEL** to cancel and not save.)

18. Error messages will display in **red** at the top of the screen if required data is missing once the **SAVE** button is selected. *(You may need to scroll up to view the message.)*

 **Email Alerts are automatically sent to selected recipients when an incident is 'Saved'.**

19. The **Incident ID** will display and the incident will be in an **Open** Status once it is 'Saved'.

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES

dmhas

Critical Incident

Incident Closure

INCIDENT

Date of Report: 06/26/2014 Incident ID: 97 Status: Open

Contact Person: joe contact Contact Phone: (873) 355 - 2666 Ext: 1234

Reporting Agency: Bridges

Date of Incident: 06/26/2014 Time of Incident: 11:00 AM

Location of Incident: East Hartford

Location Type: Program Premises: Non-Inpatient Other:

Incident Category: Serious Crime Alleged Other:

Sub-Category: Other serious crime (specify) Other: theft

Note: It may be helpful to record the Incident ID on any paperwork that you keep regarding the incident

20. The Critical Incident data entered will display 'protected' and cannot be changed, with the exception of Incident Update, Roles and Injuries.

Incident Update:

Is this an agency incident? Yes No

PEOPLE

ADD CLIENT ADD STAFF ADD VISITOR/OTHER

First Name	Last Name	SSN	DOB	Classification	Role
joe	client		4/4/1988	Client	Perpetrator

PRINT EDIT RETURN

21. Select the **EDIT** button to add information to the **Incident Update** text box.

22. Select the **PRINT** button to print the Critical Incident information.

23. Select the **RETURN** button to go back to the **Existing Incidents** screen and enter or view another Critical Incident or to Log out of the CI application.

ADD STAFF TO AN INCIDENT

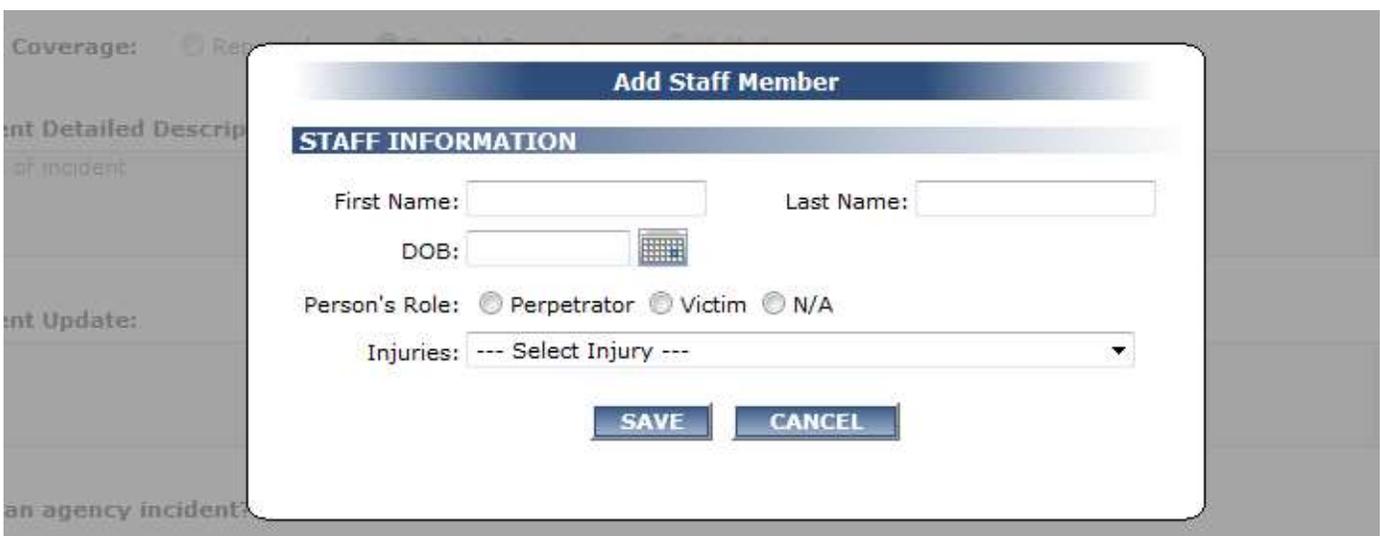
If a Staff Member is involved in an incident, Staff Information needs to be added to the incident.

1. Select the **ADD STAFF** button under **PEOPLE**.



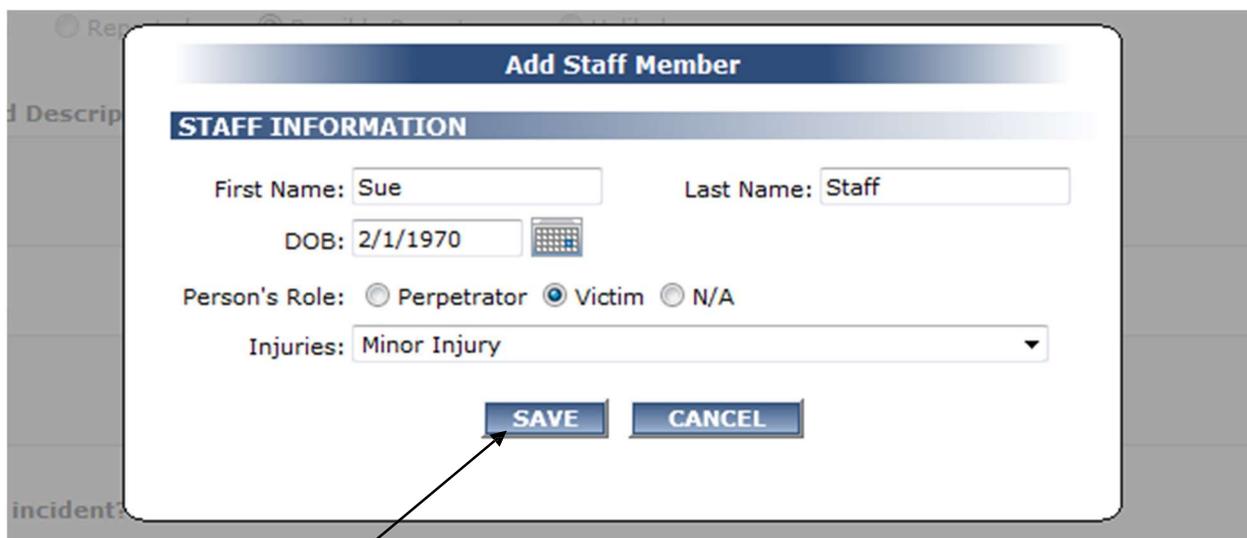
The screenshot shows a web interface for incident management. At the top, there is a question "Is this an agency incident?" with radio buttons for "Yes" and "No", where "No" is selected. Below this is a section titled "PEOPLE" with three buttons: "ADD CLIENT", "ADD STAFF", and "ADD VISITOR/OTHER". The "ADD STAFF" button is highlighted with a blue border and an arrow pointing to it from the text above. Below the buttons, it says "No people added to this incident ...". At the bottom right, there are "SAVE" and "CANCEL" buttons and the word "Incident" with a dropdown arrow.

2. The **STAFF INFORMATION** window will display.



The screenshot shows a dialog box titled "Add Staff Member". Inside, there is a section titled "STAFF INFORMATION" with the following fields: "First Name:" (text input), "Last Name:" (text input), "DOB:" (text input with a calendar icon), "Person's Role:" (radio buttons for "Perpetrator", "Victim", and "N/A"), and "Injuries:" (dropdown menu with "--- Select Injury ---"). At the bottom are "SAVE" and "CANCEL" buttons.

3. Enter the Staff information. **First Name, Last Name, Person's Role and Injuries are required fields. DOB is optional.**



The screenshot shows the "Add Staff Member" dialog box with the following data entered: "First Name:" is "Sue", "Last Name:" is "Staff", "DOB:" is "2/1/1970", "Person's Role:" has "Victim" selected, and "Injuries:" is "Minor Injury". An arrow points to the "SAVE" button.

4. Select the **SAVE** button to save staff information. (Select **CANCEL** to cancel and not save.)

5. The Staff Information will display in the **PEOPLE** grid

The screenshot shows a web interface titled "PEOPLE" with three buttons: "ADD CLIENT", "ADD STAFF", and "ADD VISITOR/OTHER". Below these is a table with columns: First Name, Last Name, SSN, DOB, Classification, Role, and two action buttons (Person Details and Delete). The table contains two rows: "joe" (client, 4/4/1988, Client, Perpetrator) and "Sue" (Staff, 2/1/1970, Staff, Victim). At the bottom are "SAVE" and "CANCEL" buttons and the word "Incident". An arrow points from the "Person Details" button for "Sue" to the next screenshot.

6. To view or update Staff Information, select the Person Details button  in the **PEOPLE** grid. (Select the delete button  to delete, if necessary.)

The screenshot shows a dialog box titled "Add Staff Member" with a "STAFF INFORMATION" section. It contains input fields for "First Name" (Sue) and "Last Name" (Staff), a "DOB" field (2/1/1970) with a calendar icon, a "Person's Role" section with radio buttons for "Perpetrator", "Victim" (selected), and "N/A", and a dropdown menu for "Injuries" (Minor Injury). At the bottom are "SAVE" and "CANCEL" buttons.

7. Make the appropriate changes and select the **SAVE** button.

8. The updated Staff Information will display in the **PEOPLE** grid. (Example: DOB change)

The screenshot shows the "PEOPLE" grid with the same table as in step 5, but the DOB for "Sue" is now 2/1/1971. The "SAVE" button at the bottom is highlighted with an arrow.

9. If the **SAVE** button at the bottom of the screen has not been selected, select it to save the critical incident information. (Select **CANCEL** to cancel and not save.)



Note: Once the incident is closed, only a CI Admin can change 'People' Information.

ADD VISITOR/OTHER TO THE INCIDENT

If a Visitor or Other person is involved in an incident, Visitor/Other Information need to be added to the incident.

1. Select the **VISITOR/OTHER** button.



Is this an agency incident? Yes No

PEOPLE

No people added to this incident ...

Incident

2. The **VISITOR/OTHER INFORMATION** window will display.
3. Select the **Person's Role**. *Required.*
4. Select the **Injuries** from the drop list. *Required.*



Edit Visitor

VISITOR/OTHER INFORMATION

Person's Role: Perpetrator Victim N/A

Injuries:

5. Select the **SAVE** button. (Select **CANCEL** to cancel and not save Visitor/Other Information.)
6. The Visitor/Other Information will display in the **PEOPLE** grid.



PEOPLE

First Name	Last Name	SSN	DOB	Classification	Role	
				Visitor/Other	Victim	<input type="button" value="Details"/> <input type="button" value="Delete"/>

Incident

7. Select the **SAVE** button to save the Incident screen information. (Select **CANCEL** to cancel.)
8. To view Visitor/Other Information, select the Person Details button in the grid. (Select the delete button to delete, if necessary.)
9. Add additional Clients, Staff or Visitor/Others as needed by selecting the 'ADD' buttons.

HOW TO UPDATE INFORMATION



NOTE: As a CI User, once you have entered all of the CI data and you select the **SAVE** button, you cannot change the data (with the exception of Incident Update and 'People Roles and Injuries'). Be sure that all of the data entered on the Incident screen is correct at the time before you select the **SAVE** button. Only CI Administrators can make changes to the Incident screen after the **SAVE** button has been selected.

Once an incident has been Saved, a CI User can add information to the **Incident Update** text box and change a **Role** or **Injuries**.

ADD INFORMATION TO INCIDENT UPDATE

Incident Update:

Is this an agency incident? Yes No

PEOPLE

ADD CLIENT **ADD STAFF** **ADD VISITOR/OTHER**

First Name	Last Name	SSN	DOB	Classification	Role		
joe	client		4/4/1988	Client	Perpetrator		

PRINT **EDIT** **RETURN**

1. To add information to the **Incident Update** text box, select the **EDIT** button.
2. The **Incident Update** text box will become enabled and the user can enter information.

Incident Update:

Updated information for this incident.

Is this an agency incident? Yes No

PEOPLE

ADD CLIENT **ADD STAFF** **ADD VISITOR/OTHER**

First Name	Last Name	SSN	DOB	Classification	Role		
joe	client		4/4/1988	Client	Perpetrator		

SAVE **CANCEL**

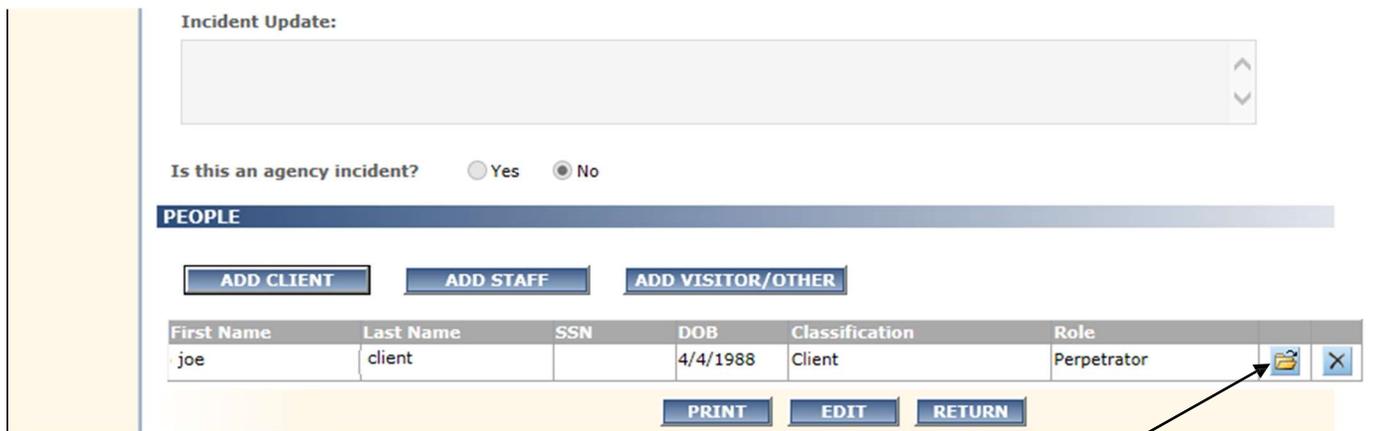
3. Select the **SAVE** button to save the updated information. (Select **CANCEL** to cancel Update.)
4. The **Incident Update** information will display 'Saved'.

Incident Update:

Updated information for this incident.

CHANGE ROLES AND INJURIES

A CI User can change a **Client's Role** or **Person's Role** and **Injuries** for Clients, Staff or Visitor/Other.



Incident Update:

Is this an agency incident? Yes No

PEOPLE

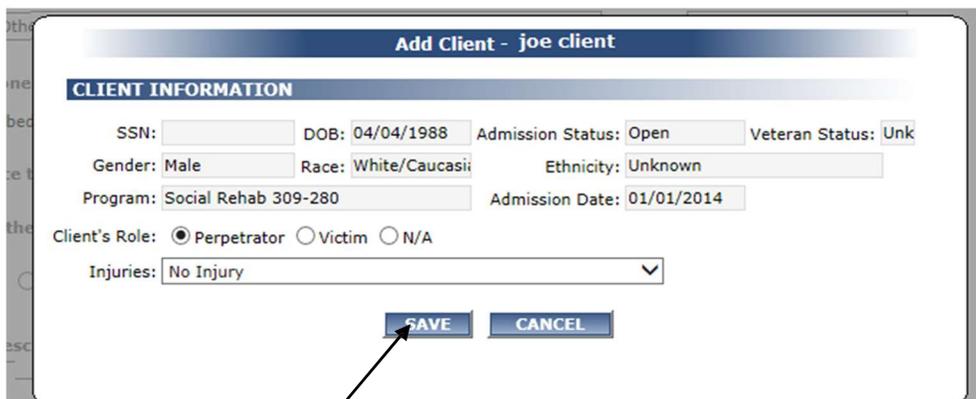
ADD CLIENT ADD STAFF ADD VISITOR/OTHER

First Name	Last Name	SSN	DOB	Classification	Role	
joe	client		4/4/1988	Client	Perpetrator	 

PRINT EDIT RETURN

To change a Role and / or Injuries or view 'People' Information:

1. Select the Person Details button  in the **PEOPLE** grid.
2. The **CLIENT INFORMATION** window will display to view or update as needed.
3. Make the appropriate selections for the **Role** and / or **Injuries**.



Add Client - joe client

CLIENT INFORMATION

SSN: DOB: 04/04/1988 Admission Status: Open Veteran Status: Unk
Gender: Male Race: White/Caucasian Ethnicity: Unknown
Program: Social Rehab 309-280 Admission Date: 01/01/2014

Client's Role: Perpetrator Victim N/A
Injuries: No Injury

SAVE CANCEL

4. Select the **SAVE** button. (Select **CANCEL** to cancel and not save the client information.)



Incident Update:

Is this an agency incident? Yes No

PEOPLE

ADD CLIENT ADD STAFF ADD VISITOR/OTHER

First Name	Last Name	SSN	DOB	Classification	Role	
joe	client		4/4/1988	Client	Perpetrator	 

PRINT EDIT RETURN

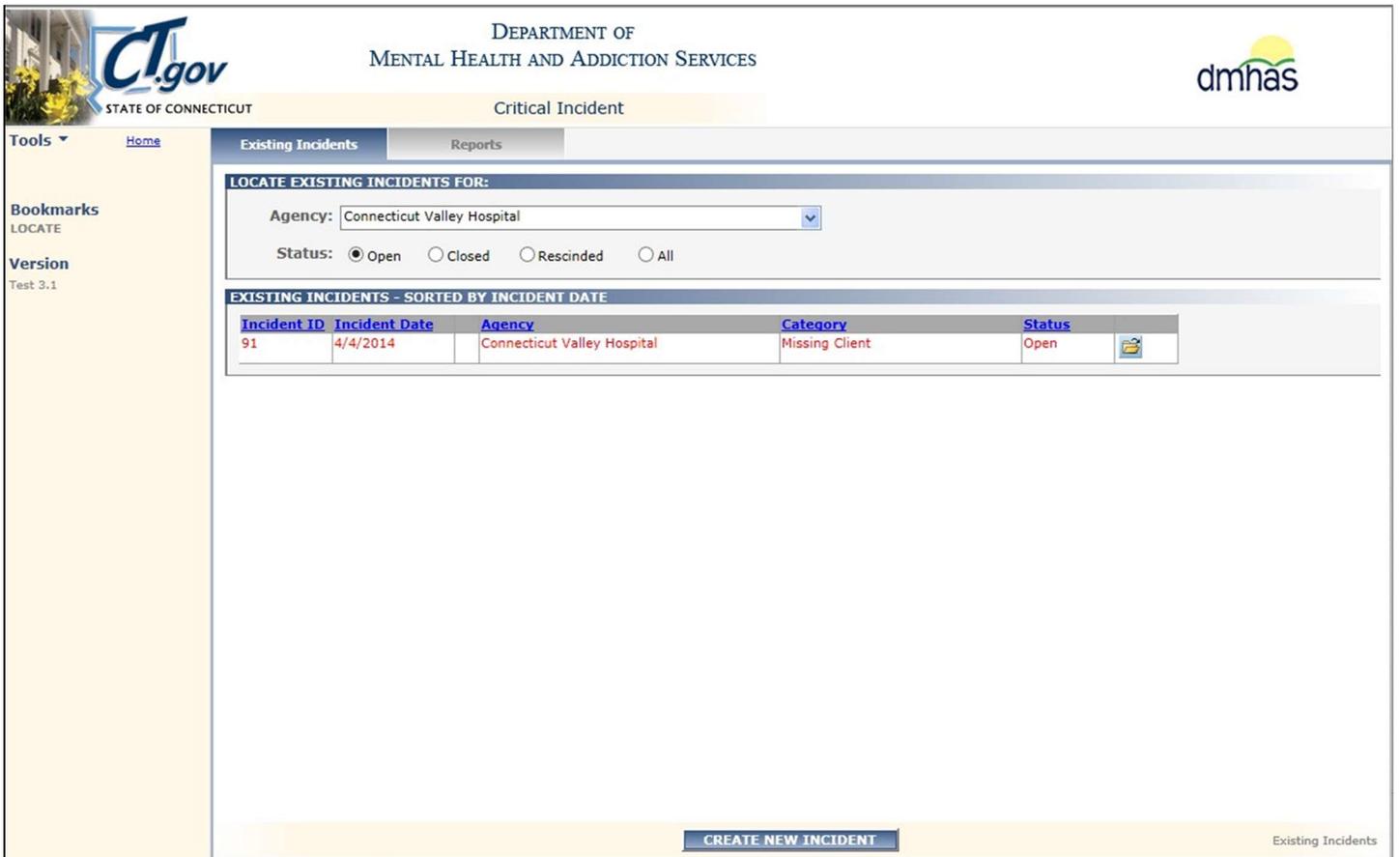
5. The Incident screen will display.



Once the incident is closed, only a CI Admin can delete or change 'People' Information.

OVER DUE INCIDENTS

 If an incident is Open for more than 60 days, it will display in **red** in the **Existing Incidents** grid. *Incidents should be closed within 60 days of being reported.*



The screenshot displays the 'Critical Incident' management interface. At the top, it identifies the 'DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES' and the 'dmhas' logo. The page title is 'Critical Incident'. Below this, there are navigation tabs for 'Existing Incidents' and 'Reports'. A search section titled 'LOCATE EXISTING INCIDENTS FOR:' includes a dropdown menu for 'Agency' (set to 'Connecticut Valley Hospital') and radio buttons for 'Status' (Open, Closed, Rescinded, All). The 'Open' status is selected. Below the search section is a table titled 'EXISTING INCIDENTS - SORTED BY INCIDENT DATE'.

Incident ID	Incident Date	Agency	Category	Status
91	4/4/2014	Connecticut Valley Hospital	Missing Client	Open

At the bottom of the interface, there is a 'CREATE NEW INCIDENT' button and the text 'Existing Incidents'.

 Refer to the next several pages for instructions on how to close an incident.

HOW TO CLOSE AN INCIDENT

Once the Incident has been reviewed, closure information should be entered and then the incident can be closed. All incidents should be closed within 60 days of reporting the Initial Incident.

1. To close an incident, search on the 'Open' incidents.

The screenshot shows the 'Critical Incident' interface. At the top, it displays the 'DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES' logo and the 'dmhas' logo. The page title is 'Critical Incident'. Below the header, there are two tabs: 'Existing Incidents' (selected) and 'Reports'. A search section titled 'LOCATE EXISTING INCIDENTS FOR:' includes a dropdown menu for 'Agency' set to 'Bridges' and radio buttons for 'Status' with 'Open' selected. Below this is a table titled 'EXISTING INCIDENTS - SORTED BY INCIDENT DATE' with the following data:

Incident ID	Incident Date	Agency	Category	Status
97	6/26/2014	Bridges	Serious Crime Alleged	Open

At the bottom of the page, there is a 'CREATE NEW INCIDENT' button and the text 'Existing Incidents'.

2. Select the 'Incident Details'  button next to the desired incident in the grid.
3. The **Incident** screen will display with the critical incident information.
4. Select the **Closure** tab in the Navigator bar.

The screenshot shows the 'Incident' screen. At the top, it displays the 'DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES' logo and the 'dmhas' logo. The page title is 'Critical Incident'. Below the header, there are two tabs: 'Incident' (selected) and 'Closure'. The main content area is titled 'INCIDENT' and contains the following information:

Date of Report: 06/26/2014 Incident ID: 97 Status: Open
Contact Person: joe contact Contact Phone: (873) 355 - 2666 Ext: 1234
Reporting Agency: Bridges
Date of Incident: 06/26/2014 Time of Incident: 11 : 00 AM PM
Location of Incident: East Hartford
Location Type: Program Premises: Non-Inpatient Other:
Incident Category: Serious Crime Alleged Other:
Sub-Category: Other serious crime (specify) Other: theft

CLOSURE SCREEN

The Incident ID, Date of Incident and Date of Report will display pre-filled and cannot be changed.

The screenshot shows the 'Critical Incident' closure screen. At the top, it displays 'STATE OF CONNECTICUT' and 'MENTAL HEALTH AND ADDICTION SERVICES'. The 'INCIDENT' section shows pre-filled values: Incident ID: 97, Date of Incident: 06/26/2014, Date of Report: 06/26/2014, and Status: Open. The 'CLOSURE INFORMATION' section contains several input fields: Date of Review (with a calendar icon), Date Closed (with a calendar icon), Closed By (First/Last Name), Primary Review Method (a dropdown menu currently showing '--- Select Review Method ---'), and Review Chairperson (if applicable). Below these are two large text areas for 'Review Findings' and 'Corrective Actions (Proposed/Completed)'. There are also two radio button questions: 'Did the incident result in a change in policy?' and 'Did the incident result in a change in practice?'. At the bottom, there are dropdown menus for 'Final Incident Category' (set to 'Serious Crime Alleged') and 'Final Sub-Category' (set to 'Other serious crime (specify)'), along with two 'Other:' text boxes. Navigation buttons for 'PRINT', 'RETURN', and 'CLOSE INCIDENT' are at the bottom center, and a 'Close Incident' link is at the bottom right.

6. Complete the **CLOSURE INFORMATION** data fields as noted below:

FIELD NAME	FIELD DESCRIPTION
DATE OF REVIEW	REQUIRED. Enter the date that the incident was reviewed in the correct MM/DD/YYYY date format or select the date from the calendar.
DATE CLOSED	REQUIRED. Enter the date that the incident was closed in the in the correct MM/DD/YYYY date format or select the date from the calendar.
CLOSED BY	REQUIRED. Enter the first name and last name of the person who closed the incident report.
PRIMARY REVIEW METHOD	REQUIRED. Select the Primary Review Method from the drop list.
REVIEW CHAIRPERSON	Enter the first name and last name of the person who chaired the review, if applicable.
REVIEW FINDINGS	Enter the findings from the review in the text box field.
CORRECTIVE ACTIONS PROPOSED / COMPLETED	Enter any corrective actions proposed and/or completed in the text box.

Closure Information Data Fields and Descriptions (Cont.)

FIELD NAME	FIELD DESCRIPTION
DID THE INCIDENT RESULT IN A CHANGE IN POLICY?	REQUIRED. Select 'Yes' or 'No'.
DID THE INCIDENT RESULT IN A CHANGE IN PRACTICE?	REQUIRED. Select 'Yes' or 'No'.
FINAL INCIDENT CATEGORY	REQUIRED. Select the Final Incident Category from the drop list.
OTHER FINAL INCIDENT CATEGORY	<i>This is required if Other is selected for the Final Incident Category.</i> Enter the Final Incident Category in the Other text box.
FINAL SUB-CATEGORY	REQUIRED. Select the Final Sub-Category from the drop list.
OTHER INCIDENT SUB-CATEGORY	<i>This is required if Other is selected for the Incident Sub-Category.</i> Enter the Incident Sub-Category in the Other text box.

7. If the **Final Incident Category** is **Death**, the **Cause of Death**, **Source of Information** and **Medical Conditions Present at Death** fields will display on the screen.

Final Incident Category: Other:

Final Sub-Category: Other:

Cause of Death: Other:

Source of Information: Other:

Medical Conditions Present at Death:

<input type="checkbox"/> Hypertension	<input type="checkbox"/> Diabetes	<input type="checkbox"/> Hepatitis
<input type="checkbox"/> Cancer	<input type="checkbox"/> Obesity	<input type="checkbox"/> CHF/Heart Disease/Problems
<input type="checkbox"/> Chronic Pain	<input type="checkbox"/> Asthma	<input type="checkbox"/> COPD
<input type="checkbox"/> Hyperlipidemia	<input type="checkbox"/> Cirrhosis/Liver Disease	<input type="checkbox"/> GERD
<input type="checkbox"/> Arthritis	<input type="checkbox"/> AIDS/HIV	<input type="checkbox"/> Renal Failure/Kidney Disease
<input type="checkbox"/> Infection	<input checked="" type="checkbox"/> Emphysema/Lung Disease	<input type="checkbox"/> Thyroid Disease
<input checked="" type="checkbox"/> Pneumonia	<input type="checkbox"/> Seizure Disorder	<input type="checkbox"/> Traumatic Brain Injury (TBI)
<input type="checkbox"/> Stroke/Aneurism	<input type="checkbox"/> Other (Specify)	

Other:

Close Incident

8. Complete the **CLOSURE INFORMATION** data fields as noted below:

FIELD NAME	FIELD DESCRIPTION
CAUSE OF DEATH	<i>This is required if Final Incident Category is Death.</i> Select the Cause of Death from the drop list.
SOURCE OF INFORMATION	<i>This is required if Final Incident Category is Death.</i> Select the Source of Information from the drop list.
MEDICAL CONDITIONS PRESENT AT DEATH	Select any Medical Conditions present at Death if the Final Incident Category is Death.

9. Select the **CLOSE INCIDENT** button once all of the fields have been completed.

10. If the **Final Sub-Category** is **Accidental Overdose** (or **Accidental Overdose (resulting in Death)**), a list of **Substances** will display on the screen.

Final Incident Category:

Final Sub-Category:

Other:

Other:

Substances:

None Amphetamines Alcohol

Barbiturates Benzodiazepines Cocaine

Crack Heroin Hallucinogens: LSD, DMS, STP, etc

Inhalants Marijuana, Hashish, THC Non-Prescriptive Methadone

Methamphetamines Other Opiates and Synthetics Other Sedatives or Hypnotics

Other Stimulants Over-the-Counter PCP

Tranquilizers Unknown Other

Other:

Close Incident

11. Complete the **CLOSURE INFORMATION** data field as noted below:

FIELD NAME	FIELD DESCRIPTION
SUBSTANCES	Select the Substance or Substances that apply if the Final Sub-Category is Accidental Overdose or Accidental Overdose (<i>resulting in Death</i>).

12. Once all of the Closure data has been entered select the **CLOSE INCIDENT** button at the bottom of the screen.

Error messages will display in red at the top of the screen if required data is missing.



Email Alerts are automatically sent to selected recipients when an incident is closed.



NOTE: DATA IS NOT SAVED UNTIL YOU SELECT THE CLOSE INCIDENT BUTTON. IF YOU SELECT THE RETURN BUTTON OR THE INCIDENT SCREEN TAB BEFORE SELECTING THE CLOSE INCIDENT BUTTON, YOU WILL NEED TO RE-ENTER THE DATA ON THE CLOSURE SCREEN.

13. Once the **CLOSE INCIDENT** button is selected, the Status will display 'Closed'.

The screenshot shows the 'Critical Incident' page in the 'dmhas' system. The 'Status' field is set to 'Closed'. The page includes a header with 'CT.gov STATE OF CONNECTICUT' and 'DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES'. A navigation bar has 'Incident' and 'Closure' tabs. A left sidebar contains 'Tools', 'Home', and 'Bookmarks'. The main content area shows 'INCIDENT' with fields for 'Date of Report: 09/26/2014', 'Incident ID: 220', and 'Status: Closed'. An arrow points from the text above to the 'Status: Closed' field.

14. The data fields will display protected.

The screenshot shows the 'Critical Incident' page in the 'dmhas' system, now in the 'Closure' tab. The 'Final Incident Category' is 'Death' and the 'Final Sub-Category' is 'Accidental overdose (resulting in death)'. Below these are fields for 'Cause of Death' (Drug Overdose), 'Source of Information' (Physician/Medical Personnel), and 'Medical Conditions Present at Death'. The medical conditions list includes checkboxes for various conditions, with 'Pneumonia' and 'Emphysema/Lung Disease' checked. There is also a 'Substances' section with checkboxes for various substances, including 'Other Sedatives or Hypnotics' which is checked. At the bottom, there are 'PRINT' and 'RETURN' buttons. An arrow points from the text above to the 'RETURN' button.

15. Select the **RETURN** button to go back to the Existing Incidents screen and work on another Critical Incident.

16. Select the **PRINT** button to display the summary of the Incident.

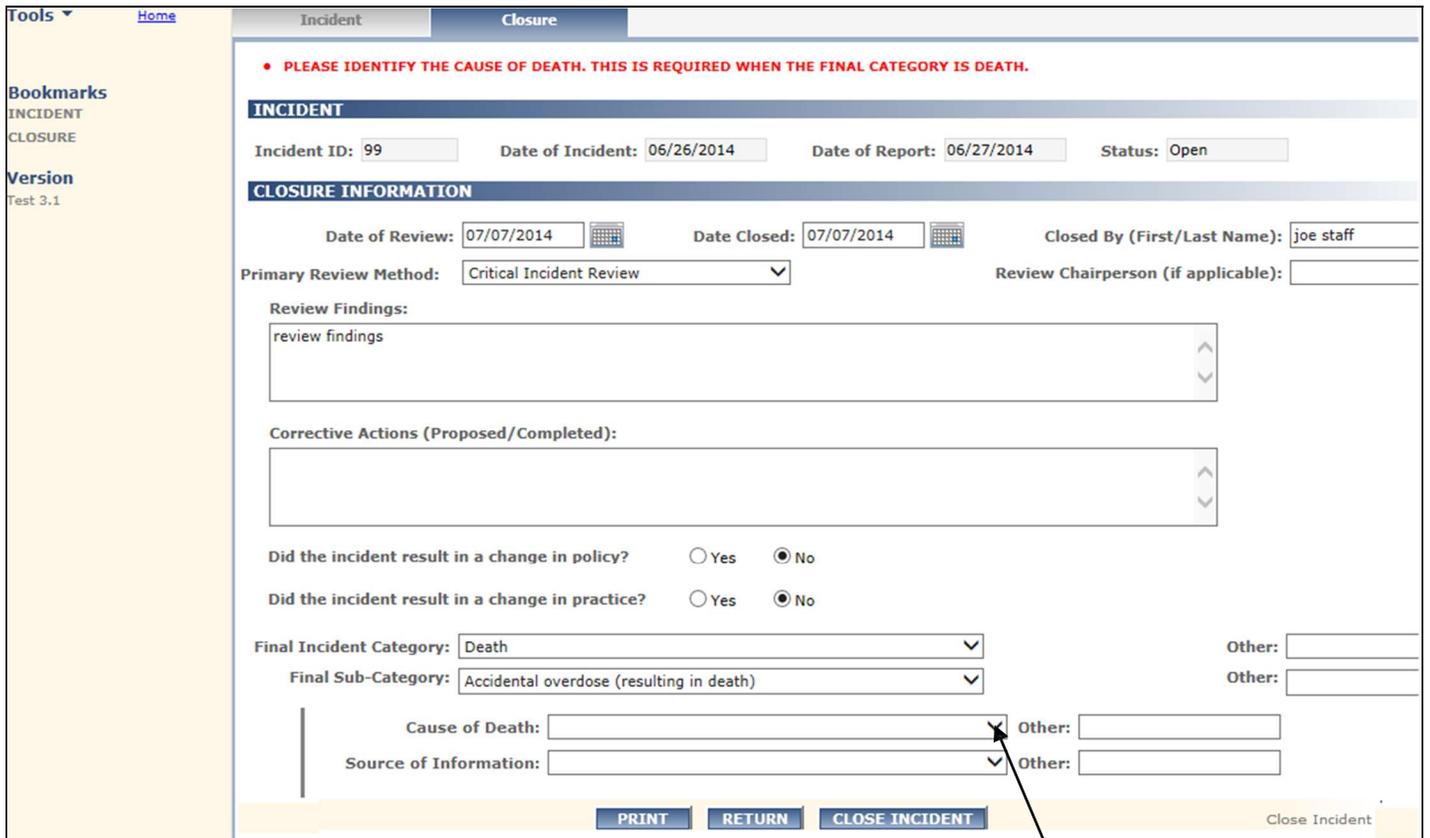
17. Select the 'Print' symbol  at the bottom of the summary to print the report.

 See a sample report toward the end of this guide.

18. Select the [Home](#) link on the Side Bar to return to the Provider Suite of Applications and select [Log out](#) to log out of the CI application.

INCIDENT CATEGORY OF DEATH

 If the Final Incident Category is **Death**, the **Cause of Death** and **Source of Information** fields will display. If the **CLOSE INCIDENT** button is selected before these fields are completed, an error message will display in **red** at the top of the screen.



Tools ▾ Home

Incident Closure

• PLEASE IDENTIFY THE CAUSE OF DEATH. THIS IS REQUIRED WHEN THE FINAL CATEGORY IS DEATH.

INCIDENT

Incident ID: 99 Date of Incident: 06/26/2014 Date of Report: 06/27/2014 Status: Open

CLOSURE INFORMATION

Date of Review: 07/07/2014 Date Closed: 07/07/2014 Closed By (First/Last Name): joe staff

Primary Review Method: Critical Incident Review Review Chairperson (if applicable):

Review Findings:
review findings

Corrective Actions (Proposed/Completed):

Did the incident result in a change in policy? Yes No

Did the incident result in a change in practice? Yes No

Final Incident Category: Death Other:

Final Sub-Category: Accidental overdose (resulting in death) Other:

Cause of Death: Other:

Source of Information: Other:

PRINT RETURN CLOSE INCIDENT Close Incident

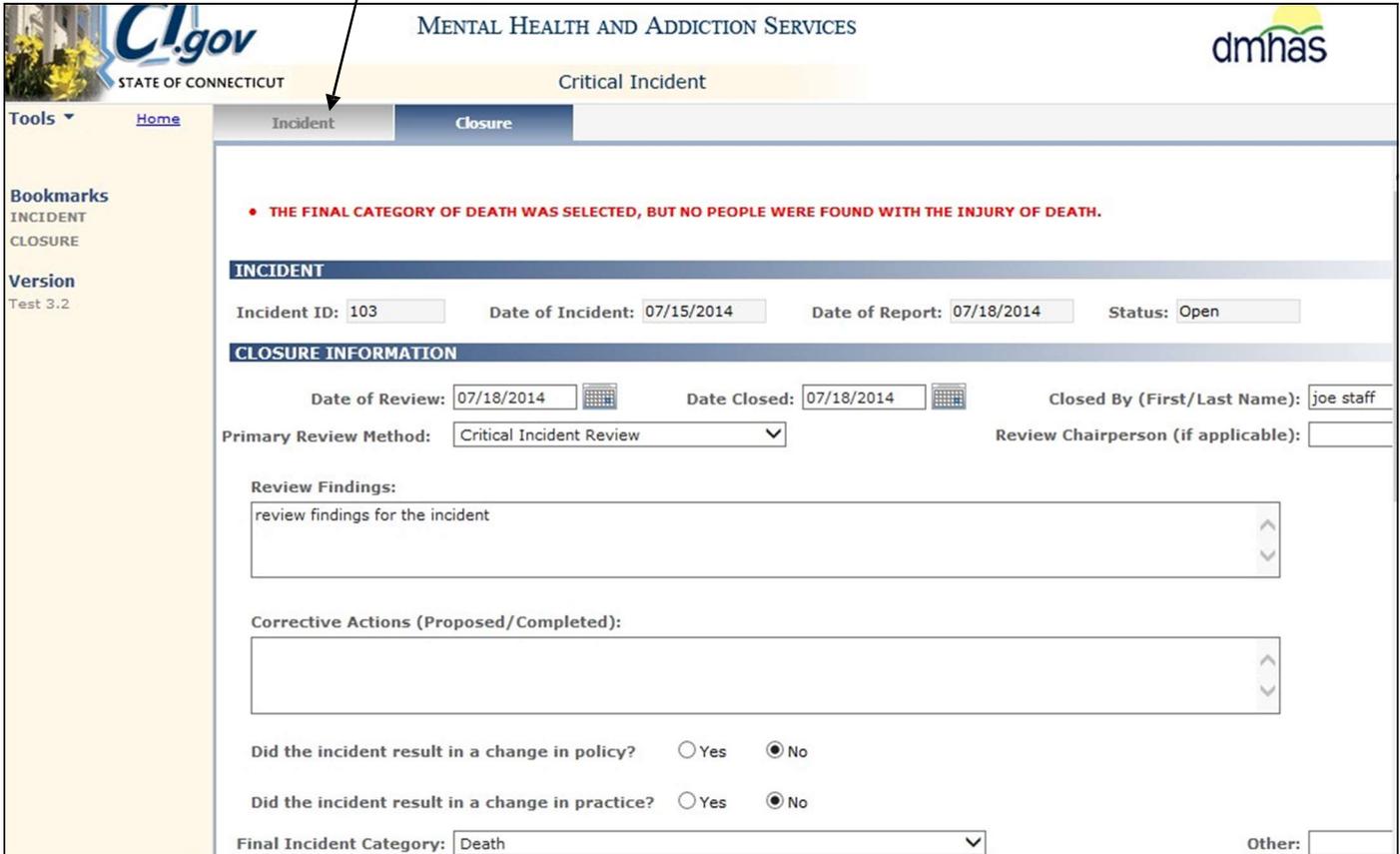
To remove the error and close the incident, do as follows:

1. Select the **Cause of Death** and the **Source of Information** from the drop lists.
2. Complete any remaining required fields.
3. Select the **CLOSE INCIDENT** button.
4. The incident will display with a Status of **Closed**.

 If an incident is opened with a category other than Death and the Final incident Category changes to **Death** at the time of closure, the Injuries in Client Information must be updated to 'Death' or an error message will display in **red**.

To change the Injuries to **Death**, do as follows:

1. Select the **Incident** tab at the top of the screen.



CT.gov STATE OF CONNECTICUT MENTAL HEALTH AND ADDICTION SERVICES dmhas

Tools Home Critical Incident

Incident Closure

• THE FINAL CATEGORY OF DEATH WAS SELECTED, BUT NO PEOPLE WERE FOUND WITH THE INJURY OF DEATH.

INCIDENT

Incident ID: 103 Date of Incident: 07/15/2014 Date of Report: 07/18/2014 Status: Open

CLOSURE INFORMATION

Date of Review: 07/18/2014 Date Closed: 07/18/2014 Closed By (First/Last Name): joe staff

Primary Review Method: Critical Incident Review Review Chairperson (if applicable):

Review Findings:
review findings for the incident

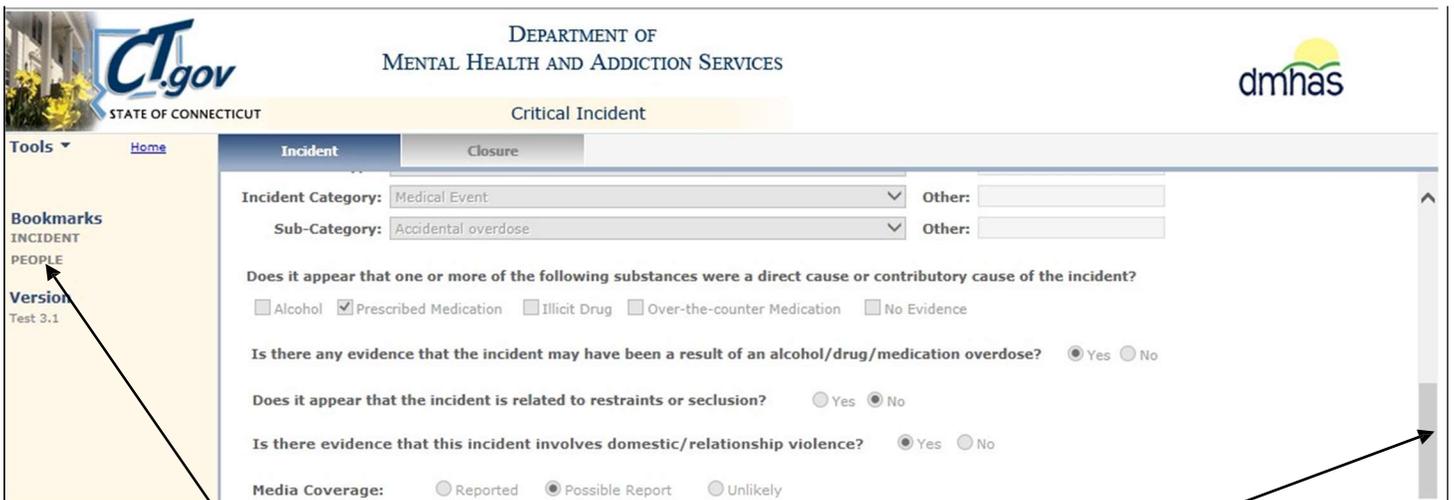
Corrective Actions (Proposed/Completed):

Did the incident result in a change in policy? Yes No

Did the incident result in a change in practice? Yes No

Final Incident Category: Death Other:

2. The **Incident** screen will display.



CT.gov STATE OF CONNECTICUT DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES dmhas

Tools Home Critical Incident

Incident Closure

Incident Category: Medical Event Other:

Sub-Category: Accidental overdose Other:

Does it appear that one or more of the following substances were a direct cause or contributory cause of the incident?
 Alcohol Prescribed Medication Illicit Drug Over-the-counter Medication No Evidence

Is there any evidence that the incident may have been a result of an alcohol/drug/medication overdose? Yes No

Does it appear that the incident is related to restraints or seclusion? Yes No

Is there evidence that this incident involves domestic/relationship violence? Yes No

Media Coverage: Reported Possible Report Unlikely

Bookmarks INCIDENT PEOPLE Version Test 3.1

3. Select the '**PEOPLE**' Bookmark on the Side Bar or select the scroll bar.

4. The **PEOPLE** section of the screen will display.

First Name	Last Name	SSN	DOB	Classification	Role
joe	client		4/4/1988	Client	Perpetrator

5. Select the Person Details button  in the grid next to the client whose injury needs to be changed to Death.

6. The **Add Client** screen will display.

SSN: DOB: 04/04/1988 Admission Status: Open Veteran Status: Unk
Gender: Male Race: White/Caucasian Ethnicity: Unknown
Program: Social Rehab 309-280 Admission Date: 01/01/2014
Client's Role: Perpetrator Victim N/A
Injuries: Death

7. Select the **Injuries**: drop list and change it to 'Death'.

8. Select the **SAVE** button.

9. Select the **Closure** tab in the Navigator bar.

 **Any data that was added before the error message displayed will need to be re-entered.**

10. Complete the **Closure** screen fields accordingly.

11. Select the **CLOSE INCIDENT** button.

12. The incident will display with a Status of **Closed**.

CRITICAL INCIDENT SUMMARY REPORT

Critical Incident Summary

Date of Report: 9/01/2014 Incident ID: 210 Status: Open
Reporting Agency: CIProvider

INCIDENT

Contact Person: joe contact Contact Phone: (886) 775-5133
Region: Region 2
Date/Time of Incident: 09/01/2014
Location of Incident: Ansonia Other:
Location Type: Community
Incident Category: Missing Client Other:
Sub-Category: Missing person Other:

Does it appear that one or more of the following substances were a direct cause or contributory cause of the incident?

Alcohol Prescribed medication Illicit drug Over-the-counter medication No evidence

Is there any evidence that the incident may have been a result of an alcohol/drug/medication overdose? Yes No

Does it appear that the incident is related to restraints or seclusion? Yes No

Is there evidence that this incident involves domestic/relationship violence? Yes No

Media Coverage: Possible Report

Is this an agency incident? Yes No

Incident Detailed Description: Details of incident belong here - example:

Client left program sometime between 1:00 -1:15 pm. Police were called. As of 5:00pm, client had not been found.

Incident Update: 9-02 - incident update: Client was found by police in the park and returned to the program at 10:30 am

PEOPLE

First Name: Tom Last Name: Test Veteran Status: No
SSN: 101-01-0101 DOB: 04/04/1988 Admission Status: Open
Gender: Male Race: White/Caucasian Ethnicity: Non-Hispanic
Role: N/A Classification: Client Admission Date: 06/18/2014
Injuries: Unknown
Program: CIProgram

3. To **Print** the report, hold your mouse over the bottom of the report until the option bar displays.

CLOSURE

Date of Review: 10/6/2014 **Date of Closure:** 10/10/2014 **Closed By:** Jill Closer

Review Method: Critical Incident Review **Review Chairperson:**

Review Findings: Review Findings for the Critical Incident

Corrective Actions:

Did the incident result in a change in policy? Yes No

Did the incident result in a change in practice? Yes No

Final Category: Medical Event **Other:**

Final Sub-Category: Accidental injury



3. Select the **Print Button**  symbol to print the report.

4. Select the up or down arrows  to scroll through the report.

5. Select the  symbols to view the font smaller or larger.



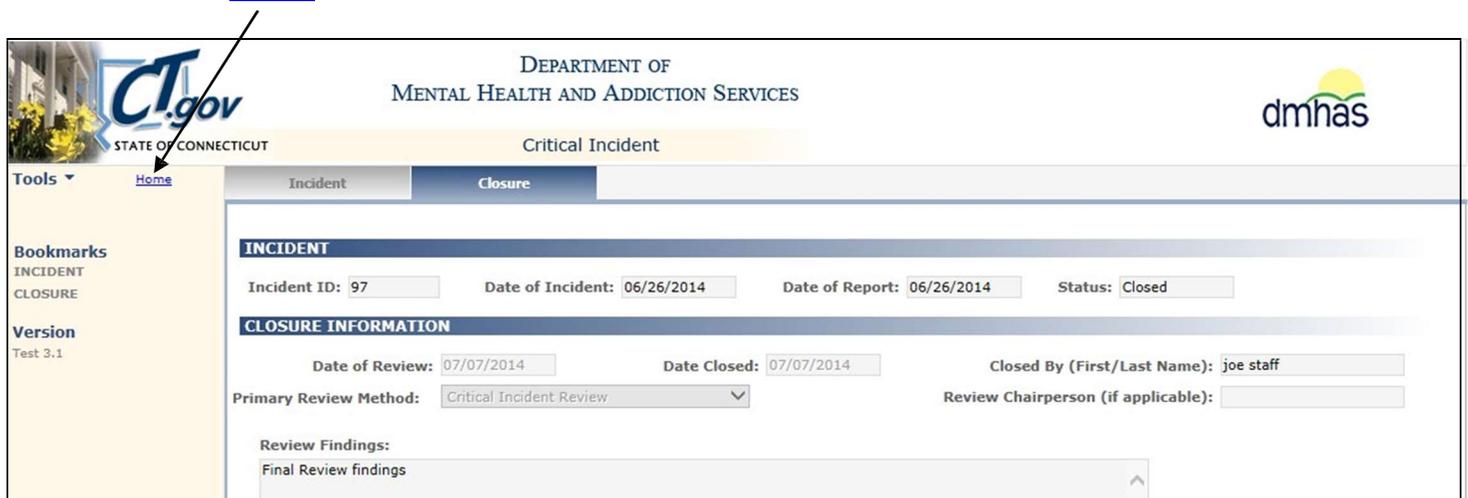
A sample report is displayed in this guide. Multiple pages may display for the Critical Incident Summary and People Information. The Closure information will display on a separate page

LOGGING OUT OF THE CRITICAL INCIDENT (CI) APPLICATION

When you are finished working in the Critical Incident (CI) Application, you must log out to ensure the confidentiality of the client data.

To Log out of the CI application, follow the steps below:

1. Click on the [Home](#) link on the Side Bar.



2. Once back on the Provider Suite of Applications screen, select [Logout](#) on the Side Bar.



3. Once back on the Log In screen, click on close (X) button on the upper right end of the screen.

TIPS FOR WRITING CRITICAL INCIDENT REPORTS

- ✓ Keep your description of the incident succinct.
- ✓ Describe the incident with only factual information; use only objective statements. Avoid writing your opinions, feelings or thoughts about the incident.
- ✓ When writing the incident description, avoid using consumer names or initials in the narrative.
- ✓ If an incident was reported to you, but you did not witness it, report only the information that was reported to you. If you do not know the date of the incident, use the date the incident was reported to you as the “date of incident,” and the time it was reported to you as the “time of incident.”

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<https://imaginecolorado.org/documents/uploads/Incident%20Report%20Instructional9111113.pdf>