

Provider Bulletin # 07-5
Philadelphia Department of Behavioral Health
Significant Incident Reporting
Crisis Response Centers/Emergency Assessment Centers
September 1, 2007

POLICY FOR REPORTING SIGNIFICANT INCIDENTS

The Philadelphia Department of Behavioral Health (DBH) has revised the process for reporting Significant Incidents for Crisis Response Centers/Emergency Assessment Centers, to supercede Provider Bulletin #07-3. This policy is effective 09/1/2007.

Definition of a Significant Incident:

Care or treatment that

- *is not routine, and/or*
- *is inconsistent with standards of practice, and/or*
- *has resulted in injury or potential harm to a DBH consumer.*

Reportable Significant Incidents include, but are not limited to, the following:

1. Death of a client.
2. Suicide attempt that occurs at a provider site.
3. Alleged or suspected abuse (physical, sexual, financial) of a consumer that occurs at a provider site.
4. Adverse reaction to medication and/or medication error administered by a provider.
5. Any injury that occurred at a provider site that requires medical attention at a hospital on an emergency or inpatient basis.
6. Police involvement or arrest (excludes involuntary commitments – 302s)
7. Fire, flood, or serious property damage that occurs at a provider site.
8. Infectious disease outbreak at a provider site.
9. All 302 elopements from a provider site or while in transport to admitting hospital.
10. Any sexual contact involving a minor, consensual or otherwise, that occurs at a provider site.

Reporting Process

1. A copy of all reportable incidents must be faxed to Quality Review at (215) 413-7132 on the attached Significant Incident Report form within 24 hours of occurrence. **All Significant Incident Report forms must indicate the Provider Number under Section 7.**
2. When an internal investigation is warranted, a copy of a typed investigative report should be received within 30 days of the incident. Investigative reports may be faxed to Quality Review at (215) 413-7132 or mailed to: The Philadelphia Department of Behavioral Health, Quality Review Unit, 801 Market Street, 7th Floor, Philadelphia, PA 19107.
3. Incidents involving physical abuse, sexual abuse, and/or neglect of children must be reported to the State. Providers are mandated by the State to report incidents directly by calling the Commonwealth's Childline at (800) 932-0313. **Providers are responsible to fax the Department of Public Welfare notification letter (indicated/unfounded) to Quality Review upon receipt.**

Where To Send Significant Incident Reports

<i>All reportable incidents must be faxed to Quality Review</i>	<i>Fax: (215) 413-7132</i>
<i>Investigative reports may be faxed or mailed to Quality Review</i>	<i>Fax: (215) 413-7132 Mail: Dept. of Behavioral Health Quality Review 801 Market Street, 7th floor Philadelphia, PA 19107</i>
<i>Incidents involving abuse/neglect of children must also be reported to the Commonwealth's Childline</i>	<i>Childline phone number: (800) 932-0313</i>

Obtaining Assistance

If you have any questions about reporting incidents, please contact the DBH Quality Review Unit at (215) 413-7660.

Filing Instructions:

Insert this bulletin in the Quality Management Chapter, Document and Reporting of Significant Incidents Section of the CBH Provider Manual at **Page 5.3.**