

Nebraska Magellan CMC is required by contract with Nebraska Medicaid to receive, compile, and submit a report on critical incidents quarterly to DHHS. The definitions that follow should be helpful to Providers in determining the type of incidents to report.

## Definitions

- Homicide: a killing of one human being by another
- Homicide attempt: unsuccessful attempt to cause the death of another person
- Suicide death: death resulting from killing oneself purposefully
- Suicide attempt: an overt act while under active treatment for the purpose of killing oneself with results requiring medical intervention; can also include self-harming behaviors with injury serious enough to require medical attention
- Unexpected death: unanticipated death of the member while under active treatment
- Natural death: loss of life from natural causes while under treatment in a facility
- Assault/fight: a violent attack resulting in physical injury to one or both parties while under treatment in a facility
- Accidental injury: damage, loss or hurt occurring unintentionally serious enough to require medical attention (includes injury to the patient or staff incurred as a result of restraint)
- Fall: an accidental fall resulting in injury while in a facility or a provider's place of business
- Allegation of abuse/neglect (physical): an assertion that an individual, either through overt acts or through omission, has physically injured another individual or placed that individual at risk of physical injury
- Allegation of patient abuse (psychological): an assertion that an individual, through overt acts, has psychologically injured another individual
- Fire setting/property damages: starting a fire or breaking or destroying belongings
- Medication error: incorrect administration of medication (wrong dose, wrong time, not ordered, wrong patient) resulting in an adverse effect on the patient and requiring medical intervention
- Adverse Drug Reaction: an unintended negative effect of a drug requiring medical intervention
- Unauthorized leave: leaving a facility placement without the knowledge or permission of the facility ("running") for longer than a brief period (longer than 24 hours)
- Unusual illness/diseases: an unexpected, uncommon sickness while the individual is under treatment in a facility
- Other: any serious occurrence not listed above, including sexual contact between peers or between peers and staff while the member is under treatment at an acute or sub acute level of care

## **CRITICAL INCIDENT LEVELS**

### **1. ADVERSE INCIDENT**

**Death of a patient or the health of a patient is seriously jeopardized**

- Homicide
- Suicide Death
- Unexpected Death
- Homicide Attempt
- Natural Death

### **2. SUBSTANTIAL INCIDENT**

**Incident resulting in moderate client and/or staff injury**

- Any injury as a result of restraint or seclusion
  - Medication reaction or medication error
  - Significant self-harm injury
  - Significant accidental injury
- 

### **3. PROBLEMATIC INCIDENT**

**Incident resulting in low client and/or staff injury**

Examples: Significant property damage; injury treated by nurse; Attack on peer or staff with resulting minor injuries; Minor self-harm or accidental injury

### **4. MINOR INCIDENT**

**Incident resulting in no client or staff injury**

Examples: Physical health issue not related to MH/SA treatment; Elopement, "running" for more than 24 hours; Police or sheriff contacted due to criminal behavior; Attack on peers or staff without injuries; Client taken to Mental Health inpatient unit or detention

**Class 1 and 2 incidents must be reported to Magellan and DHHS immediately.**

**Allegations of abuse, neglect, or sexual contact between peers, or between peers and staff must be reported immediately to the Nebraska Hotline at 1-800-652-1999, then to Magellan and will be considered substantial or significant deviations from quality care.**