



## What is Incident Management?

Incident Management is a standardized process of reporting incidents in a person's life. It also involves how service providers, the Office of Intellectual Disability (OID), and the state Office of Developmental Programs (ODP) respond to those incidents. All information gathered during Incident Management is stored and tracked in a state database, Enterprise Incident Management (EIM). The data collected is used as part of the overall Quality and Risk Management processes.

## What is the purpose of Incident Management?

- **Ensure Health & Safety** of individuals receiving supports and services.
- **Protect the Rights** of individuals receiving supports and services.
- **Prevent the Reoccurrence** of incidents.
- **Promote continuous Quality Improvement** in the intellectual disability/autism system.

## What is an incident?

An "incident" refers to any event in the life of a person served by OID that has the potential to negatively affect that person's life. There are 18 categories of incidents that must be reported. These are:

- Death
- Suicide Attempt
- Hospitalization
- Psychiatric hospitalization
- Emergency room visit
- Abuse
- Individual to individual abuse
- Neglect
- Missing person
- Injury requiring treatment beyond first aid
- Disease reportable to the Department of Health
- Fire
- Misuse of funds
- Rights violation
- Law enforcement activity
- Emergency closure
- Medication error
- Restraint

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### **Who is responsible to report incidents:**

- **Individuals & Families** should notify their service provider or supports coordinator if they suspect abuse, neglect, or any inappropriate conduct, whether occurring in or out of the home.
- **Providers** report any incidents that occur while services are being provided.
- **Supports Coordinators** report incidents of abuse, neglect, and death when no service providers are involved.
- **OID** reports incidents of abuse, neglect, and death when no provider or supports coordinator relationship exists, or when the process of reporting and investigating a particular incident by a supports coordinator or service provider could not be done objectively.

### **When are incidents reported and investigated?**

There are two time frames for reporting incidents. Restraints and medication errors are to be reported using Enterprise Incident Management (EIM) within 72 hours of the occurrence or discovery of the incident. All other incidents are to be reported in HCSIS within 24 hours of occurrence or discovery. Investigations are to be started promptly within 24 hours of the report and completed within 30 days.

### **Other important timeframes and information:**

- Every time an incident is reported in EIM the person reporting the incident must notify the family of the person involved in the incident within 24 hours. If individuals or families do not wish to receive this notification, it must be documented in the Individual Support Plan (ISP).
- Families or guardians must be notified of the outcome of any investigation.
- OID and ODP staff must review all incident reports (excluding restraints and medication errors) within 24 hours of being reported in EIM to ensure proper safeguards have been taken to protect the person's health and safety.

*For more information on Incident Management in the Pennsylvania Intellectual Disability/Autism service system visit the PA DHS website and [www.MyODP.org](http://www.MyODP.org) (PA DHS Office of Developmental Programs)*



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For more information regarding OID, including additional Fact Sheets visit [www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx](http://www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx)