



CRITICAL INCIDENTS: SERVICE PROVIDER REQUIREMENTS

Prevention of Critical Incidents

Service providers, along with CLBC are expected to work with persons served, their families and other professionals to prevent critical incidents. Preventative activities include an approach to service provision that reflects safe, proactive and positive principles of practice; services that provide a range of options aimed at supporting people in minimizing risks and respecting the choices of people with disabilities; as well as procedures to monitor and adjust options according to the needs of the individual and the environment. Critical incident prevention and reporting requirements are a part of the Community Care Licensing Regulations, the CLBC funding contract and accreditation standards.

Reporting Critical Incidents

Reportable Incidents in Licensed Facilities (Health Authorities) - under the Community Care and Assisted Living Act, all licensed facilities must inform the Medical Health Officer of reportable incidents that involve individuals receiving service. Every incident that is reportable to the Medical Health Officer must also be reported to CLBC. Service providers submit a completed *Incident Report for Community Care Facilities* form to the regional Medical Health Officer AND submit the “Funded Agency” copy of the same form to the CLBC Quality Service Analyst. The form outlines the critical incidents that are reportable to the Medical Health Officer. Both the forms and additional information can be obtained from a local licensing officer.

Licensed facilities must also report critical incidents to CLBC which are not identified by the *Incident Report for Community Care Facilities* form as reportable. The CLBC *Critical Incident Report* form parallels the *Incident Report for Community Care Facilities* form and identifies all incidents reportable to CLBC. A completed CLBC *Critical Incident Report* form is forwarded to the Analyst for these incidents. CLBC *Critical Incident Report* forms are provided to service providers by analysts.

Reportable Incidents in Unlicensed homes, home share resources, and community inclusion contracted activities - the service provider will forward a completed CLBC *Critical Incident Report* form to the CLBC Analyst.

CLBC also maintains, through MCFD’s After Hours office, a 24 hour response for service providers who need to consult around an incident or emergency situation when CLBC offices are closed.

Notification to Family Members

Service providers must promptly notify families of individuals involved in reportable critical incidents.

Follow-up Actions

Service providers should expect to be contacted by an analyst as reportable critical incidents are followed up and next actions discussed. A collaborative, helpful approach in the review and follow-up of critical incidents and safety issues is an important goal for CLBC. It is also crucial that any resulting service changes or completion of recommended actions be reported to the analyst so they can be noted on the individual's file.

- **CLBC – Follow Up Required** - whenever a reportable critical incident defined as “must always be followed up” (see the *CLBC Critical Incidents Policy – Appendix One: Definitions & Categories*) occurs in a CLBC funded program, the service provider must have direct contact with their CLBC Analyst liaison by telephone or speak to an intake analyst if the liaison worker is not available.
- **CLBC – Further Follow Up May Be Required** – whenever a reportable critical incident defined as “may require further follow up” (see the *CLBC Critical Incidents Policy – Appendix One: Definitions & Categories*) occurs in a CLBC funded program, the service provider may have direct contact with their CLBC Analyst liaison by telephone or speak to an intake analyst if the liaison worker is not available.

Non-reportable Incidents

Service contractors are also required to document on site other unexpected or unusual incidents that do not require a critical incident report, as part of their internal monitoring procedures. An example of a non-reportable incident which requires documentation by the service provider is a medication error that does not adversely affect an individual and does not require emergency care of the individual by a physician or transfer of the individual to hospital. The *Incident Report for Community Care Facilities* form and the *CLBC Critical Incident Report* form may be used for this purpose or service providers may develop their own internal report forms or logs. A CLBC Quality Service Analyst will periodically review these records of non reportable critical incidents as part of ongoing monitoring of services and programs.

Annual Review of Critical Incidents

Service providers are expected to review and analyze critical incidents annually, to identify trends, causes and possible preventative and improvement actions. This analysis should include factors such as time, location, personnel, persons served, others involved, types of incidents, and intervention actions, along with recommendations to prevent future critical incidents. Service contractors may request assistance from an Analyst to complete the review.

The **CLBC Critical Incidents policy** may be helpful for service providers to review and can be found on the CLBC website or requested from your liaison Analyst.