### 517.0 Serious Incidents Process

# 517.1 Policy Approval Clearance Record

Mental Health Policy Developmental Services Policy X Rural Services Policy	This policy supersedes: RRC 2070	Number of pages in Policy: 2
Review by Representative from the Office of the Attorney General:	Date: N/A	Date Policy Effective: 06/15/2011
Rural Services Director Approval Signature:  Barbara Legier	Date: 06/07/2011	Policy Lead: Eric Skansgaard

## 517.2 Statement of Purpose

- **Policy Statement:** Rural Services will adhere to MHDS Policy CRR 1.4, Reporting Serious Incidents with the exception of those procedures addressed by sections 5.1.A and 5.1.B of this policy.
- **Purpose:** The purpose of this policy is to clarify MHDS Policy CRR 1.4, Reporting Serious Incidents as it applies to Rural Services.

## 517.3 Authority

MHDS Policy CRR 1.4 Reporting Serious Incidents

### 517.4 Definitions

- **Rural Services:** Rural Services includes both the Mental Health Services and Developmental Services at the Division of Mental Health and Developmental Services Division (MHDS).
- **Final Incident Report:** Serious incident report to MHDS requesting closure of an incident by indicating that the event has been resolved

### 517.5 Procedures

517.5.1

- **A. Scanning:** MHDS Policy CRR 1.4 (F) requires Rural Services staff to scan items into the electronic medical record where equipment is available. Additionally staff will follow these procedures:
  - 1. Staff in possession of written statements, photographs, or other documents will, if scanning is not available will:
    - a. Maintain these copies in a secure location in the local facility
      - Secure locations shall include locked files in the CPM-I or DS-IV office and/or a secured electronic drive.
    - **b.** Upon request, copies of these materials will be mailed to the appropriate administrative source, either Rural Services or MHDS administration.

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- B. Submission of Initials, Follow up, and Final Incident reports: Rural Services Agency Director or designee will submit initial and follow up incident reports to the MHDS SIR Investigations Unit. The Agency Director will submit all final incident reports. Designees will not submit final reports without prior authorization from MHDS.
- **517.5.2 Timelines:** Staff or Rural Services will follow timelines in MHDS Policy CRR 1.4
- **Forms:** Rural Services staff will use approved forms as designated in MHDS Policy CRR 1.4.
- **Documentation:** Serious Incident Reports will be documented in the AVATAR Incident tracking module for Mental Health incidents and via Word document for Developmental Services incidents, or DS-NOW / DS-NEXT as it becomes available. Serious incident reports are maintained separate from the clinical record.

#### A. Electronic Documentation:

Table 517.1: Electronic AVATAR Documentation for Policy 517

Applicable Screen	Data Required
Incident tracking Module	Entry data as specified in CRR 1.4
DS - NOW / DS-NEXT	Entry data as specified in statewide policy

**Supervisory Responsibility:** Supervisors will provide in-service training to ensure all staff understands the requirements of this policy, its procedures and definitions, and will revisit this policy periodically, but no less than annually, for recommendations for improvement or additions.

## 517.6 Rural Services Responsibilities

517.6.1 Participants in Policy Development

Eric Skansgaard, CPM II

517.6.2 Rural Services Oversight

**A.** Rural Services will monitor open incident reports submitted by MHDS.

517.7 Policy Cross Reference

**517.7.1 Policies:** MHDS CRR 1.4 Reporting Serious Incidents

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