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Owner: *Mary Allix*
Policy Area: *Quality Improvement*
References: [NCQA CR6](#)

Incident Reporting Policy

POLICY

It is the policy of Detroit Wayne Mental Health Authority (DWMHA) that the DWMHA and its network of Direct Contractors and Managers of Comprehensive Provider Networks (MCPNs) have a written Incident Report Policy.

PURPOSE

The purpose of this policy is to provide direction to ensure the DWMHA, MCPNs and their subcontractors, and Direct Contractors have a written Incident Report Policy.

APPLICATION

1. The following groups are required to implement and adhere to this policy: DWMHA Board, DWMHA Staff, Contractual Staff, Access Center, MCPN Staff, Network Providers, Mobile Crisis Stabilization Team, and Credentialing Verification Organization (CVO)
2. This policy serves the following populations: Adults, Children, I/DD, SMI/SEI, SED,SUD, Autism
3. This policy impacts the following **contracts/service lines** : MI-HEALTH LINK, Medicaid.SUD, Autism, Grants, General Fund

KEYWORDS

1. Service Provider
2. Incident
3. Office of Recipient Rights (ORR)
4. Subcontractor

STANDARDS

1. Every unusual incident involving recipients, visitors, volunteers, students, or outside contract providers will be reported on the BCAL-4607 AFC Licensing Division Incident/Accident Report form or equivalent.
2. DWMHA and the reporting Organization will maintain a current complete file of all reported incidents.

3. Incident Reports and/or documentation regarding filing of such a report will not be included in the recipient's record.
4. Objective pertinent facts will be reported in the recipient's record as appropriate to the consumer's treatment, diagnosis, and documentation requirements.
5. Facts of the occurrence will be discussed with the consumer, as appropriate, by designated staff.
6. The Incident Report will be retained only in the administrative files of the Office of Recipient Rights. The organization who generated the incident report will maintain a record in accordance with regulatory requirements, e.g. "The Licensing Rules for Adult Foster Care Group Homes, Adult Foster Care Family Homes, and Homes for the Aged provide minimum standards for regulated adult foster care services. The Adult Foster Facility Licensing Act (PA 218 of 1979) provides the authority to establish these rules".
7. Such a report will be filed even though corrective action has already been undertaken.
8. Incident Reports are confidential and non-discoverable to the extent provided by law for such quality assurance efforts.
9. Copies or photocopies of Incident Reports are prohibited except by the Office of Recipient Rights for documentation in investigating an alleged rights violation. Copies will not be retained by individuals or organizational sub-units of the agency.

QUALITY ASSURANCE/IMPROVEMENT

DWMHA shall review and monitor contractor adherence to this policy as one element in its network management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs of MCPNs, their subcontractors, and direct contractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWMHA staff, MCPNs, contractors, and subcontractors are bound by all applicable local, state and federal laws, rules, regulations and policies, all federal waiver requirements, state and county contractual requirements, policies, and administrative directives, as amended.

LEGAL AUTHORITY

RELATED POLICIES

1. Individual Plan of Service/IPOS Policy
2. Critical Peer Review Policy

RELATED DEPARTMENTS

1. Administration
2. Claims Management
3. Clinical Practice Improvement

4. Compliance
5. Customer Service
6. Information Technology
7. Integrated Health Care
8. Legal
9. Managed Care Operations
10. Management & Budget
11. Purchasing
12. Quality Improvement
13. Recipient Rights
14. Substance Use Disorders

CLINICAL POLICY

NO

INTERNAL/EXTERNAL POLICY

EXTERNAL

Attachments:

No Attachments

Approval Signatures

Approver	Date
Ronald Hocking: Chief Operating Officer	04/2017
Dana Lasenby: Deputy Chief Operating Officer	03/2017
Allison Smith: Project Manager, PMP	03/2017
Bessie Tetteh: CIO	03/2017
Darlene Owens: Director, Substance Use Disorders, Initiatives	03/2017
tracey Lee: Director Claims Management	03/2017
Kip Kliber: Director, Recipient Rights	03/2017
Muddasar Tawakkul: Director of Compliance/Purchasing [AS]	03/2017
Stacie Durant: CFO Management & Budget [AS]	03/2017
Julia Kyle: Director of Integrated Care	03/2017
Maha Sulaiman	03/2017
Lorraine Taylor-Muhammad: Director, Managed Care Operations	03/2017
Crystal Palmer: Director, Children's Initiatives	03/2017
Jody Connally: Director, Human Resources	03/2017

Approver	Date
Rolf Lowe: Assistant General Counsel/HIPAA Privacy Officer	03/2017
Michele Vasconcellos: Director, Customer Service	03/2017
Mary Allix	03/2017
Corine Mann: Chief Strategic Officer/Quality Improvement	03/2017
Sarah Sharp: Consultant	03/2017
Diana Hallifield: Consultant	02/2017
Mary Allix	02/2017