



L.A. Care
HEALTH PLAN®

CRITICAL INCIDENT (CI) REPORT FORM

Cl@lacare.org

Form located within L.A. Care Intranet and Provider Portal

TODAY'S DATE:

REPORTER INFORMATION			
NAME	RELATIONSHIP TO MEMBER	CONTACT NUMBER	CONTACT EMAIL
ORGANIZATION/DEPARTMENT:			

MEMBER INFORMATION			
LAST NAME	FIRST NAME	DATE OF BIRTH	CIN/PLAN ID #
LINE OF BUSINESS: <input type="checkbox"/> MEDI-CAL <input type="checkbox"/> LA CARE COVERED <input type="checkbox"/> D-SNP MEDICARE PLUS <input type="checkbox"/> PASC-SEIU <input type="checkbox"/> OTHER (please specify):			
IPA/PPG/AFFILIATE NAME (based on Date of Incident):			

CRITICAL INCIDENT INFORMATION	
DATE CI OCCURRED:	LOCATION OF CI:
DATE CI REPORTED:	ENTITY CI REPORTED TO:
CRITICAL INCIDENT CODE/CATEGORY (check one):	
<input type="checkbox"/> CI001 – Abuse	<input type="checkbox"/> CI002 – Neglect
<input type="checkbox"/> CI003 – Exploitation	<input type="checkbox"/> CI004 – Life-threatening event
<input type="checkbox"/> CI005 – Disappearance	<input type="checkbox"/> CI006 – Suicide Attempt
<input type="checkbox"/> CI007 – Death (unexpected)	<input type="checkbox"/> CI008 – Restraint or Seclusion
<input type="checkbox"/> CI009 – Other	
BRIEF SUMMARY OF CRITICAL INCIDENT:	
WHAT IS THE MAIN ISSUE/INCIDENT?	
FINDINGS/RESOLUTION:	
ADDITIONAL UPDATES/COMMENT (optional):	

TO BE FILLED OUT BY QI NURSE
<input type="checkbox"/> CRITICAL INCIDENT CODE/CATEGORY VALIDATED BY QI NURSE:
<input type="checkbox"/> ESCALATION TO MEDICAL DIRECTOR (check if yes)
FINAL CODE:

Please submit the completed form to Cl@lacare.org within 48 hours of the incident.

Categories of Critical Incidents Definitions:

Abuse/CI001:

- Willful use of offensive, abusive, or demeaning language by a caretaker that causes mental anguish of any member.
- Knowing, reckless, or intentional acts or failures to act which cause injury or death or which placed that member at risk of injury or death.
- Rape or sexual assault.
- Corporal punishment or striking.
- Unauthorized use or the use of excessive force in the placement of bodily restraints.
- Use of bodily or chemical restraints, which is not in compliance with federal or state laws and administrative regulations.

Neglect/CI002:

- Inability of a member to secure food, shelter, clothing, health care, or services necessary to maintain his/her mental and physical health.
- Failure by any caretaker to meet, either by commission or omission, any statutory obligation, court order, administrative rule or regulation, policy, procedure, or minimally accepted standard for care.
- Negligent act or omission by any caretaker which causes injury or death or which places that member at risk of injury or death.
- Failure by any caretaker, who is required by law or administrative rule, to establish or carry out an appropriate individual program or treatment plan.
- Failure by any caretaker to provide adequate nutrition, clothing, or healthcare.
- Failure by any caretaker to provide a safe environment.
- Failure by any caretaker to provide adequate numbers of appropriately trained staff in its provision of care and services.

Exploitation/CI003:

An act committed by a caretaker or relative of, or any person in a fiduciary relationship with a member, means:

- The taking or misuse of property or resources by means of undue influence, breach of fiduciary relationship, deception, harassment, criminal coercion, theft, or other unlawful or improper means.
- The use of the services without just compensation.
- The use of a member for the entertainment or sexual gratification of others under circumstances that cause degradation, humiliation, or mental anguish.

A Serious Life Threatening, Medical Event That Requires Immediate Emergency Evaluation by a Medical Professional/CI004:

- Admission of an individual to a hospital or psychiatric facility or the provision of emergency medical services (treatment by EMS) that results in medical care, which is unanticipated and/or unscheduled for the individual and which would not routinely be provided by a primary care provider.

Disappearance/Missing Member (Missing Person)/CI005:

- Whenever there is police contact regarding a missing person regardless of the amount of time the person was missing.

Suicide Attempt/CI006:

- The intentional attempt to take one's own life. A suicide attempt is limited to the actual occurrence of an act and does not include verbal suicidal threats by a member receiving services.

Unexpected Death/CI007:

- The death of an individual is reported, unexpected death that was not result of a chronic disease process.

Restraints or Seclusion/CI008:

Every time an individual is restrained, it is:

- Personal: the application of pressure, except physical guidance or promoting of brief duration that restricts the free movement of part or all of an individual's body.
- Mechanical: the use of a device that restricts the free movement of part or all of an individual's body. Such devices include: an anklet, a wristlet, a camisole, a helmet with fasteners, a muff with fasteners, a mitt with

fasteners, a posey, a waist strap, a head strap, and restraining sheet. Such a device does not include one used to provide support for functional body position or proper balance, such as a wheelchair belt or one used for medical treatment, such as a helmet used to prevent injury during a seizure). It also means to cause a device that allows for free movement to be unusable. Such as locking a wheelchair or not allowing an individual access to technology.

- Chemical: the use of a chemical, including a pharmaceutical, through topical application, oral administration, injection, or other means to control an individual's activity and which is not a standard treatment for the individual's medical or psychiatric condition.
- Seclusion: involuntary confinement in a room that the member is physically prevented from leaving.
- Isolation: forced separation or failure to include the member in the social surroundings of the setting or community.

Other/CI009:

Occurrences such as:

- Epidemic outbreaks, poisonings, fires, major accidents, death from unnatural causes or other catastrophes and unusual occurrences which threaten the welfare, safety or health of patients, and any instances of suspected or alleged mistreatment.